



SEVIER COUNTY SERVICE DIRECTORY “YELLOW PAGES” FOR SENIORS

Sponsored by:



Community Partner

FIRST EDITION

SEVIER COUNTY SERVICE DIRECTORY “YELLOW PAGES” FOR SENIORS

Published by:
Sevier County Office on Aging
1220 West Main Street
P.O. Box 4157
Sevierville, Tennessee 37864
2005

Phone: (865) 453-8080
Fax: (865) 453-1632

Services Include:
Information and Assistance
Outreach
Referral to Resources
Assessments for Home Delivered Meals
Homemaker
Telephone Reassurance
Community Education on Senior Programs

If you have any questions concerning this Directory listing or need assistance in obtaining services from a provider, call the Sevier County Office on Aging at (865) 453-8080.

**Corrections, new listings, and suggestions for the next edition of the
Service Directory may be made to the
SEVIER COUNTY OFFICE ON AGING
(865) 453-8080**

The listings, contents and summary of information contained in this Directory are merely for general reference or resource purposes. They may not meet your individual needs and may not apply in your specific circumstances. In most sections, the Directory's listings are in alphabetical order, with no recommendation as to priority or preference and no guaranty as to the listing agency's licensing status or other credentials. The preparer of this Directory (nor its donors or contributors) makes no assurance concerning any of the listed agencies credentials. It is the reader's responsibility to thoroughly review the listed agencies prior to his or her personal selection.

To “OUR” Senior Citizens of Sevier County

It is with our sincere appreciation for the seniors of Sevier County that we present to you the 1st Edition of the Sevier County Service Directory, “Yellow Pages” For

Seniors. This Directory has been developed, designed and published to assist you, the consumer, and your families, in obtaining the information and resources you may need. If for some reason you cannot find the answers to your questions in this directory, please feel free to call us at (865) 453-8080 and we will be happy to assist you. This directory has been generously supported by the Council on Aging and the sponsors you'll find listed in the back of the book. Please let the sponsors know that you appreciate their support of this directory.

We'd like to extend a special thank you to Vicki Kay and Kim Loveday for the numerous volunteer hours they have contributed.

Each year we hope to make hundreds of free copies available to individuals, health care professionals, aging service providers and businesses, as well as churches, clubs, service organizations, and retiree groups.

Additional free copies can be picked up at the Sevier County Office on Aging located at 1220 West Main Street in Sevierville. There will be a \$5.00 postage fee if you wish to have a directory mailed to you. Contributions to help with the printing costs are always appreciated. The Office on Aging feels privileged and considers it an honor to be of service to the seniors of Sevier County.

Sincerely,

Lisa Yarber
Director of Senior Services

Ruth Jones
Administrative Assistant

TABLE OF CONTENTS

IMPORTANT NUMBERS	1-2
FEDERAL, STATE LEGISLATORS & LOCAL GOVERNMENT.....	3
SENIOR SUMMARY	4-15
ABUSE-ELDER	16-17
ACTIVITIES-RECREATION-WELLNESS	17-19
ADULT DAY CARE SERVICES	19-20
ALCOHOLISM-DRUGS	20
ALZHEIMER'S RESOURCES	20-21
ANIMAL CONTROL-ADOPTION	21
ARTHRITIS	21
ASSESSMENT SERVICES	22-23
ASSISTED LIVING	23
BENEVOLENCE FUNDS-CHURCHES	23
BLIND-VISUALLY IMPAIRED	23-25
BLOOD PROGRAMS	25
BURIAL ASSISTANCE	25
CANCER	25-26
CLOTHING AND FURNITURE	26-27
COMPUTER SERVICES	27
CONSUMER ADVOCACY	27
COUNSELING SERVICES	27-28
CRAFT WORKSHOPS	28
DEAF-HEARING IMPAIRED	28

DEBTS-CREDIT COUNSELING	29
DENTAL SERVICES	29
DIABETES	29
DISABILITY SERVICES	29-31
DISASTER ASSISTANCE	31
EDUCATION	31-33
EMERGENCY INFORMATION AND PERSONAL EMERGENCY RESPONSE ASSISTANCE	33-35
EMPLOYMENT SERVICES	36
ENERGY ASSISTANCE	36
EYE SERVICES	37
FINANCIAL SERVICES	37-38
FIRE DEPARTMENTS	38
FITNESS	39
FOOD AND NUTRITION	39
FRAUD	39
FURNITURE	39
HAIR CARE-HOMEBOUND SERVICES	40
HARDSHIP ASSISTANCE	40
HEALTH CARE CLINICS	40-41
HEARING/SPEECH	42
HEART CARE	42
HOME ASSISTANCE AND OTHER IN HOME SERVICES	42-44
HOME HEALTH CARE.....	45-47
HOME REPAIRS AND IMPROVEMENTS	47-48

HOSPICE	48-49
HOSPITALS	49-50
HOUSING WITH ASSISTANCE AND SUPPORT SERVICES	50-51
HOUSING-SENIORS-PUBLIC	51-52
INFORMATION AND REFERRAL	52-53
INSURANCE-HEALTH AND MEDICAL	54
JOB PLACEMENT	55
LEGAL SERVICES	55
LIBRARIES-PUBLIC	55-56
MEDICAL EQUIPMENT AND SUPPLIES	56-58
MEDICARE/MEDICINE.....	58
MENTAL HEALTH.....	59-60
NURSING HOME INFORMATION.....	61-67
NURSING HOME LISTINGS.....	68-69
ORGAN DONATION.....	69
POISON CONTROL CENTER.....	69
PRESCRIPTION DRUG ASSISTANCE.....	69-74
PROGRAMS AND SERVICES.....	74-75
REHABILITATION SERVICES.....	75
RESPIRE SERVICES.....	75-76
RETIREMENT SERVICES.....	76
SOCIAL SECURITY ADMINISTRATION.....	76-77
SPANISH ASSISTANCE.....	77
SUICIDE PREVENTION.....	77
SUPPORT GROUPS.....	77-79

TAX ASSISTANCE.....	79
TELEPHONE REASSURANCE.....	79
TELEPHONE SERVICES.....	80
TENNCARE.....	80-84
THERAPY.....	84
TRANSPORTATION.....	85
VETERANS ASSISTANCE.....	86
VOLUNTEER OPPORTUNITIES.....	86-87
INDEX.....	88-98
DIRECTORY ORDER FORM.....	99

IMPORTANT NUMBERS

EMERGENCY..... 911

BELL SOUTH (RESIDENCIAL REPAIRS..... 1-877-737-2478

CONTACT HELPLINE (24-HOUR CRISIS LINE..... 523-9124

CSX TRANSPORTATION DEPARTMENT
(RAILROAD EMERGENCIES..... 1-800-232-0144

DRUG ENFORCEMENT ADMINISTRATION..... 584-9364

DRUG HELPLINE..... 1-800-662-4357

FEDERAL BUREAU OF INVESTIGATION (FBI)..... 544-0751

FIRE DEPARTMENTS:

GATLINBURG..... 436-5112

PIGEON FORGE..... 453-4044

SEVIERVILLE..... 453-9276

FOREST FIRE (TO REPORT)..... 429-7020

HEALTHCARE FACILITIES COMPLAINT HOTLINE..... 1-877-287-0010

NARCODICS ANONYMOUS (HELPLINE..... 1-800-677-1462

NATIONAL HOPELINE NETWORK..... 1-800-SUICIDE (1-800-784-2433)

POISON CONTROL CENTER..... 1-800-288-9999

POLICE DEPARTMENTS:

GATLINBURG..... 436-5181 or 436-4212

PIGEON FORGE..... 453-9063

CITY OF SEVIERVILLE..... 453-5506

SEVIER COUNTY SHERIFF & JAIL..... 453-4668

1

ROAD CONDITIONS:

Great Smoky Mountains National Park..... 436-1200

TN Department of Transportation..... 800-858-6349

SAFE SPACE (24-HOUR CRISIS LINE)..... 800-244-5968

SEVIER COUNTY CLERK..... 453-5502

SEVIER COUNTY ELECTRIC SYSTEM..... 453-2887

SEVIER COUNTY HIGHWAY DEPARTMENT..... 453-3452

SEVIER COUNTY UTILITY DISTRICT-NATURAL GAS..... 453-3272

SEVIER COUNTY WATER DEPARTMENT..... 453-5522

SEVIERVILLE CITY HALL..... 453-5504

SEXUAL ASSAULT CRISIS CENTER (24-HOUR CRISIS LINE)..... 522-7273

TN HIGHWAY PATROL..... 594-5800

TN BUREAU OF INVESTIGATION (TBI)..... 594-6510

2

FEDERAL LEGISLATORS:

U.S. Sen. Bill Frist.....(202) 224-3344
565 Dirksen Senate Building Washington, D.C. 20510

U.S. Sen. Lamar Alexander.....(202) 224-3121
U.S. Senate Washington, D.C. 20510

U.S. Rep. Bill Jenkins.....(202) 225-6356
1207 Longworth House Building Washington, D.C. 20510

U.S. Rep. John J. Duncan, Jr.....(202) 225-6440
2400 Rayburn Office Building Washington, D.C. 20515

STATE LEGISLATORS:

Sen. Raymond Finney.....1-800-449-8366 Ext. 12427
309 War Memorial Building Nashville, TN 37243
sen.raymond.finney@legislator.state.tn.us

Rep. Richard Montgomery.....1-800-449-8366 Ext. 15981
207 War Memorial Building Nashville, TN 37243

rep.Richard.Montgomery@legislature.state.tn.us

Rep. Joe McCord.....1-800-449-8366 Ext. 15481

207 War Memorial Building Nashville, TN 37243

rep.joe.mccord@legislature.state.tn.us

LOCAL GOVERNMENT:

Larry Waters-Mayor, Sevier County.....453-6136

125 Court Avenue Suite 201E Sevierville, TN 37862

Bryan Atchley-Mayor, City of Sevierville.....453-5504

120 Gary Wade Boulevard Sevierville, TN 37862

3

SENIOR SUMMARY

In this opening section, several topics of particular interest and concern to senior citizens and their families are addressed in a general overview.

After the Senior Summary section, beginning with the first alphabetized section, **ABUSE-ELDER**, and concluding with the final section, **VOLUNTEER OPPORTUNITIES**, you will find more detailed information on specific topics.

In these sections, you will also see listings for service providers with names, addresses and telephone numbers in large print and bold typeface. Please contact these agencies and companies directly for more specific information.

Please use the TABLE OF CONTENTS to locate exact page listings for the agencies, companies, services, and topics you'd like to find.

Be sure to call the Sevier County Office on Aging at 453-8080 if you have questions about any topics covered in this book. The area of senior services is constantly changing. The Office on Aging will have information and updates on resources, services, and providers.

ADVANCE DIRECTIVES

Advance directives are legal documents that will allow you to declare your wishes in advance, while you are still capable of doing so, regarding certain types of medical procedures or treatments and business decisions.

These legal documents take effect only when individuals become incapacitated and cannot make decisions for themselves. These documents allow you to select, in advance, a person to make broad health care decisions for you and/or business decisions for you in the event you become unable to do these things for yourself.

-
-
-
-
-
-
-

Tennessee law recognizes three different types of advance directives. These are: Living Wills, Durable Powers of Attorney for Health Care, and Durable General Powers of Attorney. These directives differ from one another and also differ from a “Do Not Resuscitate” or DNR order by a physician.

WHAT IS A LIVING WILL?

A living Will is a formal legal document that permits you to declare your wishes now regarding specific types of medical procedures and treatments you might need in the future. Among other things, it enables you to put your doctor and family on notice that you do not wish to receive any life-sustaining measures if you have been diagnosed as “terminal” and have “no reasonable expectation of recovery”. You may state that you do or do not authorize the withholding of artificial fluids or nourishment and that you do not want to donate your body/organs for transplant. You may revoke this document at any time.

WHAT IS A DURABLE POWER OF ATTORNEY FOR FINANCES?

A **Durable General Power of Attorney** is a formal legal document that enables you to select someone who will be your “spokesperson” (your agent) in your business affairs if you become unable to manage them yourself. This person will have the authority to manage your money, your property, cash your checks, and make other business decisions on your behalf. You may revoke this document at any time as long as you are competent and as long as your revocation is in writing.

Acknowledgement: This summary of Advance Directives has been provided by a Title III (Older Americans Act) attorney for general information purposes. You should consult with an attorney to determine whether or not Advance Directives meet your individual needs.

For information on other legal issues, including regular Powers of Attorney, wills, conservatorships, estates and trusts, benefits appeals, and other issues of particular interest to seniors, consult your attorney.

See **LEGAL SERVICES** section of this book for more information.

5

LONG TERM CARE INSURANCE

Due to the increasing cost of nursing home care, more individuals are exploring the availability of private insurance to cover all or part of the cost. To meet this growing interest, many private insurance companies have developed comprehensive long-term care policies.

- However, policies vary wildly. Such insurance is not appropriate for everyone. According to a study from the National Association of Insurance Commissioners, whether you should buy a long-term care insurance policy will depend on your age, health status, overall retirement goals, income, and assets. If most of your income is Social Security or Supplemental Security Income (SSI), you probably should reconsider buying long-term care insurance.

- If, however, you have assets you would like to protect, long-term care insurance may be appropriate. Some people may buy a policy to stay independent of government aid or family assistance. Do not buy a policy if you aren't certain you can pay the premiums for the rest of your life.

- Understand what services a long-term care insurance policy covers. It may or may not cover the following:

- Nursing home care
- Home health care
- Personal care in your home
- Services in assisted living facilities
- Services in adult day care centers

Know not only what services are covered, but also how the policy covers home health care, personal care, homemaker services, and what licenses are required for providers of these services in your home.

- Some questions to ask when comparing long-term care insurance policies might include the following:

- What is the deductible; is there a waiting period?
- As costs rise, is there inflation protection?
- Is the premium waived once you receive benefits?
- What happens if you can no longer afford the premium? Can you downgrade to a less expensive policy?

- What happens if you have a pre-existing condition?
- Is your policy guaranteed renewable?
- How is your premium likely to increase over time?
- If you already own a policy, should you switch plans or upgrade current coverage? *Be very careful if you decide to switch. New restrictions or new pre-existing conditions may apply.*

TIPS TO KEEP IN MIND AS YOU “SHOP” FOR LONG TERM CARE INSURANCE:

- Check with several companies and agents.
- Compare outlines of coverage.
- Don't be misled by celebrity or other advertising.
- Don't buy more than one policy.
- Complete the application accurately and make sure all medical information is correct.
- **Never pay in cash.**
- Be sure to get name, address, telephone number of agent and company.
- Check the financial stability of the insurance company before you decide to buy. Call the toll-free number below for more information.
- You can cancel the policy during the free-look period. Check with the Tennessee Department of Commerce and Insurance at 1-800-342-4029 about how much time you have to cancel and the process they recommend.
- Finally, think about having the premium automatically withdrawn from you bank account. That way you won't lose coverage if an illness makes you forget to pay the premium.

Finally, some costs of long term care, including some insurance policy premiums, may be tax deductible as a medical expense.

MEDICARE

Medicare is a federal health insurance program for:

- 1) People age 65 or older,
- 2) People of any age with permanent kidney failure,

3) Certain disabled people under age 65.

Medicare is administered by the Centers for Medicare & Medicaid Services (CMS). The Social Security Administration provides information to Medicare beneficiaries and handles enrollment for the program.

When to enroll in Medicare:

Usually, you should contact the Social Security Administration several months before you turn 65 to apply for Medicare benefits. You can do this by calling the toll free number, 1-800-772-1213. If you are already receiving Social Security benefits or Railroad Retirement Board benefits when you turn 65, you are automatically enrolled in Medicare and will receive your red-white-and-blue Medicare card in the mail. If you are not receiving benefits and it is about three months before you turn 65, contact Social Security for information about applying for Medicare.

For a detailed discussion of Medicare, including Part A Hospital Insurance, Part B Medical Insurance, Medicare Supplement Insurance (Medigap), Medicare + Choice Plans and the new Medicare Prescription Drug Plans, please see the section on **MEDICARE**. Also check the official U.S. Government site for Medicare information on the Internet: www.medicare.gov

NURSING HOME DECISIONS

Nursing home placement may become necessary for many different reasons, but regardless of the particular reason, the decision is rarely easy. For information on levels of care in nursing homes, methods of financing care, and the nursing homes in Sevier County, see the **NURSING HOMES** section.

The “Right” Nursing Home

The “right” nursing home is the one that is most suitable for you and your loved one. It is wise to make some advance preparations if nursing home placement is a possibility in your family’s situation. Begin looking at the facilities in your area. Since waiting lists are common, it is a good idea to

8

call and visit nursing homes even if the actual placement is several months in the future. Try to visit at least three facilities. There is no substitute for a personal visit, to see and experience first hand the surroundings. A scheduled tour with the administrator or admissions director is also appropriate. However, a drop-by tour at another time will allow you to talk with residents and nursing staff and make your own

observations. Bring pen and paper and make notes about your impressions to review later as you compare facilities.

Each family will have different expectations of care. Medical care is always a high priority. Some may want a spotless environment while others may place more importance on the friendliness of the staff.

A NURSING HOME CHECKLIST

Some things to take into consideration would include:

Daily life of the residents:

- Are they dressed appropriately, neat and clean?
- Are they involved in activities, with adequate staff and volunteers?
- Is food tasty, served attractively, in an inviting setting with special meals and menu items offered when possible?

Care of the residents:

- Is the attitude of the staff warm and friendly?
- Do staff members know residents by their name and take time to chat with them?
- Are family visits encouraged? Are visiting hours convenient?
- How quickly do staff members respond to resident calls for assistance?

Environment of the nursing home:

- Is the nursing home clean on the inside and outside?
- Is it free from unpleasant odors?
- Are there handrails in hallways? Are there grab bars in bathroom?
- Is it easy for wheelchair residents to get around throughout the facility?
- Are there private areas for residents to visit with family and others?

Other things to look for:

- References, including family members of current or previous residents.

- Does the facility have a good reputation locally?
- Is it conveniently located for family and friends to visit?
- Are state inspection reports readily available? Is the name and phone number of the ombudsman representative posted and visible?

The attitude of the administrator, the director of nursing and other administrative staff is crucial. Once your loved one becomes a resident, you will most likely be dealing with administrative staff to resolve any concerns about resident care. If administration is not receptive and available to discuss your concerns and answer your questions prior to admission, resolving issues later may be difficult.

Before you make a placement decision, ask to see the facility's annual state inspection report. If deficiencies are listed, find out how they were corrected. Rarely are nursing homes perfect, but willingness to correct problems in a timely manner is important.

REVERSE MORTGAGES

The majority of seniors own their homes and most of these homes are owned free and clear of any mortgage. However, some senior homeowners find themselves in the situation of being "house rich, but cash poor".

In 1989, Congress approved legislation authorizing reverse mortgages to help senior citizens obtain cash from the equity in their homes. The U.S. Department of Housing and Urban Development (HUD) created one of the first reverse mortgage programs. It is called the Home Equity Conversion Mortgage Insurance Program.

Loans insured under this program are called "reverse mortgages" and are federally insured private loans offered by approved lenders in each state. Many homeowners use proceeds from the reverse mortgage to supplement Social Security payments, pay medical costs, make home improvements, etc.

In reverse mortgage, the senior homeowner remains the owner of the home and is still responsible for paying the property taxes and insurance and making needed repairs.

10

There is no repayment as long as you live in the home. The amount you owe, plus interest, gets larger over time. Thus, the name "reverse mortgage". When you die or move from the home for a year or more, the loan must be repaid to the lender. Any money left over goes to your estate or heirs.

Homeowners 62 years or older, are eligible. The home must be paid for or have a small

balance that can be paid off at closing with proceeds from the reverse loan. The home must be a single-family dwelling or a two-to-four unit property that is occupied by the homeowner/borrower. Townhouses, detached homes, units in condominiums, and some manufactured homes are eligible.

HUD determines the amount that may be borrowed based on the homeowner's age, the current interest rate, and the value of the property or the FHA insurance limit, or whichever is lesser. Generally, the older the homeowner is and the more the home is worth, the more cash is available to the owner/borrower.

There are fees and closing costs to be paid up front and are often rolled into the loan to avoid out-of-pocket expenses. Proceeds from the loan may be paid in a lump sum, in regular monthly payments, or as a line of credit.

The owner/borrower is required to receive consumer information from HUD approved counseling sources prior to obtaining the loan. Contact the Housing Counseling Clearinghouse at **1-800-569-4287** to obtain the name and telephone number of a HUD approved counseling agency and a list of FHA approved lenders within your area.

Basic steps in obtaining a reverse mortgage:

1. For more general information, call HUD's Atlanta Home Ownership Center at **1-888-696-4687**. Or see HUD's website at www.hud.gov and click on *Senior Citizens*, then *Reverse Mortgages For Seniors*.

2. After discussion with a lender, if you are interested in applying for a reverse mortgage, you will be referred to a local HUD approved counseling agency for advice and counsel on the advantages, disadvantages, and costs and benefits of the reverse mortgage program. The lender will help you complete the loan application.
3. HUD reviews the application and appraises the value of the home.
4. Once the application is approved, HUD issues an insurance commitment to the lender. The lender prepares the loan documents and closes the loan.

For more specific information regarding your particular circumstances, speak with a reverse mortgage specialist at a participating lender. In Tennessee there are five lenders on the Home Equity Conversion Mortgage (HECM) Lender List.

NOTE: HECM lenders are located in Knoxville, Kingsport, Chattanooga, Nashville, and Memphis. These lenders will send a loan officer to the homeowner's location to do a reverse mortgage application and the other necessary paperwork.

SOCIAL SECURITY

Social Security plays an important role in the life of millions of Americans who receive some type of benefit each month including: retirement benefits, disability benefits, and/or dependent/survivor benefits.

Social Security pays **retirement benefits** to a worker and the worker's family: **disability benefits** if the worker cannot work, and **survivor benefits** to family members when the worker dies. You can apply for Social Security retirement, disability or survivor benefits in several ways.

- You can call Social Security toll-free at **1-800-772-1213** Monday through Friday between 7:00 A.M. and 7:00 P.M. and schedule a telephone appointment.
- You may make an appointment to file for benefits by visiting the Social Security office.

12

- And, you can visit www.ssa.gov or www.socialsecurity.gov , the official website of the Social Security Administration, to apply for retirement, disability and survivor benefits. You can conduct other business online and get additional assistance with a specific situation or question.

Apply for Social Security retirement benefits online at www.ssa.gov or www.socialsecurity.gov . An electronic application form can be completed in about

30 minutes. A signed printed form with identification must also be sent as part of the application process.

Social Security Benefits Tied To Age:

Birthdays count under Social Security. Here are some general guidelines that show how benefits are tied to age.

- **Age 50-** a surviving Spouse who is disabled can collect Social Security retirement benefits earned by a deceased spouse.
- **Age 60-** a surviving spouse who is not disabled can begin collecting Social Security survivor's benefits. But your benefits are permanently reduced if you begin collecting at age 60. Benefits will increase to 100% if you wait until full retirement age or older.
- **Age 62-** you can begin collecting your own Social Security benefits or benefits you are entitled to receive through a spouse or former spouse still living. But you will permanently lose a percentage of the benefit by not waiting until full retirement age.
- **Age 65-** Full retirement benefits begin at this age if you were born in 1937 or earlier. The age to receive full Social Security benefits increases incrementally for people born in 1938 or later. See www.ssa.gov or www.socialsecurity.gov to find your retirement age.

Note that Medicare eligibility begins on the first day of the month in which you turn 65.

Working After Retirement

After you reach your full retirement age, you can earn extra income with no reduction in Social Security benefits. Recipients ages 62 to full retirement age will have benefits reduced if they earn more than a certain amount each year. If you plan to continue working past your full retirement age, you can

13

choose to delay receiving benefits and apply delayed retirement credits to increase your monthly Social Security check at a later time.

You can get information relating to your specific situation by calling the Social Security Administration at **1-800-772-1213**. For an estimate of your benefits amount, request your *Personal Earnings and benefit Estimate Statement*.

Remember, Social Security benefits are not meant to meet all your financial needs in retirement. You will need other income such as savings or a pension when you retire.

www.ssa.gov

www.socialsecurity.gov

The Social Security Administration website is an excellent source for information. There you can find answers to most questions about Social Security. Access this website to find your full retirement age, use the retirement planner feature to get detailed information about your benefits under current law, and use the calculators to test out different retirement ages. If you are nearing retirement age, find instructions on how to apply for benefits and what supporting documents you will need to furnish. Get current dollar amounts for benefits, link to a savings calculator for a basic idea of how much you need to save to retire at a given level, and link to sites with publications on pensions and financial planning.

SUPPLEMENTAL SECURITY INCOME (SSI)

SSI is a federal program that provides monthly payments to aged, blind, and/or disabled people who have little or no resources and income. The Social Security Administration administers the SSI program. It determines eligibility of claimants, makes the basic payments to recipients, and it maintains a master record of recipients.

SSI is not the same as Social Security. SSI has assets and income limits. SSI is funded by general tax revenues and not payroll taxes. SSI is designed to meet basic needs of food, clothing, and shelter for seniors and blind and disabled people who have little to no income. If you receive SSI, you usually get food stamps and Medicaid/TennCare too. People who receive SSI checks may also receive Social Security benefits if they are eligible for both. There is a maximum amount of income from all sources that a SSI recipient may receive each month. This amount is adjusted annually.

To schedule a telephone appointment to file for Supplemental Security Income (SSI), call **1-800-772-1213**. You may also make an appointment to file by visiting the local Social Security office.

For more information on SSI:

www.ssa.gov

Click on Disability & SSI

Also use Benefit Eligibility Screening Tool

Sevier County Service Directory

“Yellow Pages” For Seniors

Is a special project of the

SEVIER COUNTY OFFICE ON AGING

ABUSE-ELDER:

Adult Protective Services/Department of Human Services..... (865) 594-5685 or (888) 277-8366

531 Henley Street, Suite 403

Knoxville, TN 37902

Call to report suspected abuse, neglect, or exploitation of elderly and vulnerable adults.

According to the law, any person (including neighbors, friends, relatives, medical personnel, caregivers, etc.) who has reasonable cause to suspect a vulnerable adult has suffered abuse, neglect, or exploitation has a duty to report it. All referrals are confidential.

National Center on Elder Abuse (NCEA)..... (202) 898-2586

1201 15th Street NW, Suite 350

Washington, DC 20005

www.elderabusecenter.org

The NCEA is a gateway to resources on elder abuse, neglect, and exploitation. The NCEA is dedicated to educating the public about elder abuse, neglect, and exploitation and its tragic consequences. The Center is an internationally recognized resource for policy leaders, practitioners, prevention specialists, researchers, advocates, families, and concerned citizens.

National Eldercare Locator Hotline..... (800) 677-1116

Call this toll free number to whom you can turn to in your area for information about elder abuse.

Safe Space..... 453-9254

636 Middle Creek Road

Sevierville, TN 37862

Safe Space is for women who are being abused by family members or caretakers.

They will assist you and can furnish some legal information.

Samaritan Place Catholic Charities..... 524-9896

119 Dameron Avenue

Knoxville, TN 37917

Samaritan Place offers short-term emergency housing for men and women age 55 and over. Adult day care services and over night respite care also offered on a fee-for-service basis.

Sevier County Elder Abuse Coalition..... 453-8080

The Sevier County Elder Abuse Coalition was developed by concerned volunteers to educate and inform seniors of Sevier County about current abuses and scams that may be occurring in the county.

They also plan and conduct semi-annual education programs. The Elder Abuse Coalition meets monthly at Fort Sanders Sevier County Senior Center. The Elder Abuse Coalition works with current existing programs available to seniors to

promote what is available. IE: Teletend and Medray. Volunteers go into the community with the police department and introduce new programs to the seniors.

For more information, or if you would like to participate in the coalition, please contact the current chair, Lisa Yarber at (865) 453-8080.

ACTIVITIES-RECREATION-WELLNESS:**AARP..... 428-1604**

102 Parkway

Sevierville, TN 37862

Sevier County Chapter meets at noon the first Wednesday in each month at Fort Sanders Sevier County Senior Center. As the local chapter of AARP, we assist person's age 50 and over to engage in meaningful community service and activities. Contact Charles R. Martin for more information at 428-1604.

AARP..... (865) 577-7508

The Seymour Chapter 5152 meets the second Tuesday of each month at 1 p.m. at the Presbyterian Church. Call for more information.

AARP Driver Safety Program..... (888) 227-7669

Learn defensive driving techniques, new traffic laws, rules of the road, and much more in this 8-hour course. Find out how to adjust your driving to age-related changes in vision, hearing, and reaction time. Get an insurance discount. Auto insurance companies in most states provide a multiyear discount to AARP graduates! (Consult your insurance agent.) There is a minimal fee to take this course. For local courses in your community or to volunteer, call (865) 687-4072.

Baptist Senior Plus Program..... 549-4830

This is a free membership program for adults 55+ which offers discounts, travel opportunities, health screenings, fitness classes, prescription discounts, and additional services. Call for an application and more information. www.baptistoneword.org

Covenant Health Passport..... (865) 541-4500

Covenant Health, ATTN: Covenant Passport

1901 Clinch Avenue

Knoxville, TN 37916-9971

Covenant Health Passport is a free membership program focusing on healthy living for adults 55+.

Passport offers health screenings, seminars, and fitness programs; discounts on 50 Plus fitness classes, parking at Fort Sanders Regional, and Lifeline; special social events for members; insurance counseling; and credit union membership. If you are 55 or above, you can join Covenant Health Passport for free. You'll get a packet explaining all the program benefits, your personalized enrollment card, information on our hospitals and other facilities, and an enrollment gift. Call for more information.

Fort Sanders Sevier County Senior Center..... 453-8080

1220 West Main Street, P.O. Box 4157

Sevierville, TN 37864

Fort Sanders Sevier County Senior Center offers an array of activities and programs. Some of the activities and programs offered at the Center are:

- Acrylic, oil & watercolor painting classes.
- Bob Ross Painting Technique classes.
- Woodwork Shop
- Ceramic classes
- Piece Makers Quilting Guild
- The Stitch & Chatter Group
- AARP Defensive Driving Classes
- Exercise classes
- Food & Nutrition Programs
- Computer classes

Call the Senior Center for more information on classes and any applicable fees. You may also log onto our website at: www.seviercountyttn.org

Golden Age Passport..... 436-1291

Seniors over 62 pay a one-time fee of \$10 and receive a lifetime of free admission to most national parks and TVA campgrounds. The passport includes a 50% discount at participating parks on fees for parking, boat launching, swimming, and cave tours. Passports must be purchased in person at any National Park Service facility that charges admission or from resident managers at TVA campgrounds. Must show proof of age.

Great Smoky Mountains National Park..... 436-1200

107 Park Headquarters Road

Gatlinburg, TN 37738

For visitor information, call this recorded message. Also, check the website for information on park programs and services. www.nps.gov/grsm

Senior Games.....

The East Tennessee District Senior Games is an annual event for seniors 50 and older that combines a wide range of competitive activities. The mission of Senior Games is to promote healthy lifestyles for seniors through fitness, sports and an active involvement in life. Check the website for information on registration, sanctioned events, fees, rules, newsletter sign-up, and lots more. Check the website for more information. www.tnseniorgames.com

ADULT DAY CARE SERVICES:

Adult day care might be appropriate if an older person needs supervision during the day, experiences confusion or memory loss that interferes with daily functioning, needs mental stimulation and socialization, or if they caregiver needs respite time. To benefit from the programs listed here, the individual should be ambulatory or semi-ambulatory and capable of basic self-care.

Admission procedures vary. A physician release is usually required. Rates vary. Most are private pay. Some long-term care insurance policies include a day care benefit. Some assisted care living facilities or homes for the aged may offer adult day services on a drop-in, space available basis.

Wellington Place..... (865) 774-2221

1020 Middle Creek Road
Sevierville, TN 37862

At Wellington Place, our day care, night care, and respite care programs are designed to provide families with that needed break from their caregiving responsibilities.

New Vistas..... 908-8880

639 Cummings Chapel Road
Sevierville, TN 37876

New Vistas is a licensed Residential Home for the aged (RHA), with a licensed on-site Administrator, and offering the highest quality care and services in a beautiful, comfortable, and loving Christian home setting. New Vistas offers day care, 8-hour day including meals, short-term care and long term care. Dementia and Alzheimer patients welcome. If you or someone you love no longer feels comfortable living alone, but doesn't want to be in a nursing home environment, New Vistas offers the perfect alternative. For an application or further information, feel free to visit or call.

Samaritan Place Catholic Charities..... 524-9896

3009 Lake Brook Blvd.

Knoxville, TN 37909

Samaritan Place offers short-term housing for men and women age 55 and over. Adult day care services and over night respite care, transitional housing, and permanent supportive housing are all offered for a fee-for-service basis.

ALCOHOLISM/DRUGS:**Alcohol Abuse Hotline..... (800) 252-6465****Alcoholics Anonymous Hotline..... 552-9667****Drug Abuse Hotline..... (800) 662-HELP****Emotional Health and Recovery Center..... (865) 981-2300****ALZHEIMER'S RESOURCES:****Alzheimer's Association..... (865) 544-6288**

2200 Sutherland Avenue, Suite H102

Knoxville, TN 37919

Provides information about the disease, its diagnosis, and treatment; professional and family caregiving classes; support groups; referral to community agencies that offer assistance; and political advocacy.

Safe Return Program helps to identify, locate, and return to safety people with memory impairments. For application for a Safe Return Bracelet, call 544-6288.

Alzheimer's Family Relief Program..... 1-800-437-2423

22512 Gateway Center Drive

Clarksburg, MD 20871 www.ahaf.org

The Alzheimer's Family Relief Program (AFRP), which began in 1988, is a nationwide program that provides financial assistance to patients with Alzheimer's disease and their caregivers who have emergency, urgent expenses related to the patient's care and treatment. Call for more information.

Alzheimer's Support Group..... 428-5182

Provides educational resources and support for caregivers. Meets monthly at Fort Sanders Sevier County Senior Center. For more information, or to verify schedule, contact the Chairman at 428-5182 or 524-9896.

MountainBrook Village..... 428-2445

700 Markhill Drive

Sevierville, TN 37862

MountainBrook Village is a unique senior community offering independent living and assisted living. We offer special programs and services designed to help prevent problems that can result in deterioration and eventual nursing home placement.

Blount Memorial/Senior Services..... (865) 977-5744**Wellington Place..... (865) 774-2221**

1020 Middle Creek Road

Sevierville, TN 37862

At Wellington Place, our day care, night care, and respite care programs are designed to provide families with that needed break from their caregiving responsibilities.

ANIMAL CONTROL /ADOPTION:**Sevier County Humane Society..... 453-7000**

959 Gnatty Branch Road

Sevierville, TN 37876

Sevierville Police Department..... 453-7296

300 Gary Wade Boulevard

Sevierville, TN 37862

Sevier County Sheriff..... 453-4668

137 Commerce Street

Sevierville, TN 37862

ARTHRITIS:**Arthritis Foundation..... 470-7909**

Arthritis support group meets monthly in the classroom at Fort Sanders Sevier Medical Center. Call for more information or for meeting schedule.

Arthritis Information Line..... (800) 283-7800

-
-
-
-
-
-

ASSESSMENT SERVICES:

The types of assessment services vary. Assessments may be outpatient or inpatient. Some service providers will conduct an in-home assessment in a specific situation or for a particular program. Assessments can help families and individuals make better decisions about in-home services, housing choices, long term care, medical treatment and legal options.

Payment sources for assessment services include Medicare, TennCare, private insurance or self-pay.

Some service providers offer a multi-disciplinary team approach to evaluating older adults and usually include psychiatric, social and medical components. Some indicators that a professional evaluation is needed include symptoms of depression, changes in personality, increasing confusion, memory loss, deterioration in level of functioning, and /or weight loss.

For most of the programs listed in this section, referrals may be self referred or may be made by physicians, community agencies, and physicians.

Blount Memorial Elder Assessment Service (EASE)..... 981-2315

907 E. Lamar Alexander Parkway

Maryville, TN 37804

EASE provides assessment, treatment, and referral services to seniors and their caregivers. EASE addresses a senior adult's physical, mental, social and functional health. Services are provided by a team including a psychiatrist, nurse practitioner, licensed clinical social worker, and registered nurse. An evaluation conference with patient and family discusses diagnosis and care plan.

Geriatric Assessment Program

GAP at Baptist Hospital

Suite 204, Blount Professional Building..... 632-5058

The Geriatric Assessment Program at Baptist is a multi-disciplinary outpatient assessment program addressing the physical, social and functional health of older adults.

The program is designed to detect early disability, provide early intervention and help individuals preserve as much independence and well being as possible. The program's treatment approach emphasizes wellness, prevention, screenings, social ties, maintaining strengths and controlling risk factors. Referrals to the Geriatric Assessment Program may be either self-referrals, made by physicians, community agencies or caregivers. For additional information or to schedule an appointment, call 632-5058.

Sevier County Geriatric Screening Team..... 428-7999

The purpose of the Sevier County Geriatric Screening Team is to serve people who are 60 years of age or older by finding and making accessible the community resources they need to stay physically and mentally healthy in their homes as long as possible.

To achieve this goal, qualified team members make home visits to determine which agency or agencies can best solve the current problem.

There is no charge for home visits because the agencies involved assume the costs for this service. If you know about a Sevier County resident who is 60 years of age or older and needs assistance with daily living activities, please call 428-7999 and ask to speak with Kim Loveday.

ASSISTED LIVING:**MorningView Village..... (865) 980-6000**

2304 East Lamar Alexander Parkway
Maryville, TN 37804

MorningView Village is a Blount Memorial Senior Community offering three warm and inviting neighborhoods to serve independent, assisted and memory-loss needs. It's the kind of place you'd be proud to call home.

MountainBrook Village..... 428-2445

700 Markhill Drive
Sevierville, TN 37862

MountainBrook Village is a unique senior community offering independent living and assisted living. We offer special programs and services designed to help prevent problems that can result in deterioration and eventual nursing home placement.

Wellington Place..... (865) 774-2221

1020 Middle Creek Road
Sevierville, TN 37862

At Wellington Place, our day care, night care, and respite care programs are designed to provide families with that needed break from their care giving responsibilities.

BENEVOLENCE FUNDS/CHURCHES:**First Baptist Church of Sevierville..... 453-9001****Oak Street Church of God..... 453-0756****Parkway Church of God..... 453-0389****BLIND/VISUALLY IMPAIRED:****American Council of the Blind..... (800) 424-8666**

American Foundation for the Blind..... (800) AF-BLIND

Association For Macular Diseases, Inc..... (212) 605-3719

210 East 64th Street
New York, NY 10021

A national support group for individuals with macular problems including age-related Macular degeneration. Member services include newsletter and phone hotline.

Council of the Blind..... 453-6587

Lions Club of Pigeon Forge..... 453-2437

The Pigeon Forge Lions Club meets bi-monthly. Call for location and times of meetings.

Lions Club of Sevierville..... 453-7796

Contact: John Patrick P.O. Box 3006
Sevierville, TN 37864

Provides eye exams and glasses for people in need. Conducts free vision and screening at public events. Call for time and location of meetings.

National Council for Sight..... (800) 221-3004

National Library Service for the Blind and Physically Handicapped..... (800) 424-9100

www.loc.gov/nls

The Program provides books and magazines in Braille and on recorded discs and cassettes free to readers who cannot hold or handle books or see well enough to read conventional print because of a temporary or permanent visual or physical handicap. Readers may borrow books and subscribe to magazines in Braille and recorded formats. Special equipment needed to play the discs and cassettes is loaned indefinitely to readers.

Seniors Eye Care Program..... (800) 222-3937

Free care from cooperating ophthalmologists for low and fixed income U.S. citizens age 65+ with medical eye problems (not eyeglasses) who have not seen an eye doctor in the last three years and do not have HMO coverage, VA benefits or a Managed Health Plan.

Eyeglasses, prescription drugs, and hospital services are NOT covered.

Services for the Blind & Vision Impaired..... (800) 628-7818

Smoky Mountain Council of the Blind..... 453-6587 or 453-8691

The Smoky Mountain Council of the Blind offers activities for people who are blind or have impaired vision. Activities include group outings to local restaurants and establishments and special events for members. Members pay a \$10 annual fee. The organization meets monthly. Call for more information.

Tennessee Services For the Deaf & Blind..... (865) 594-6060

Tennessee Department of Human Services

531 Henley Street, Suite 225

Knoxville, TN 37902

Staff will visit blind, low-vision and/or deaf individual's home to mark items for safety and identification purposes, teach personal care and household organization, provide limited orientation and mobility training, and offer other instruction in daily living activities in most surrounding counties.

BLOOD PROGRAMS:

Medic Regional Blood Center..... 524-3074

BURIAL ASSISTANCE:

Anatomy Bequest Program..... 1-901-448-5965

855 Monroe Avenue, Room 515

Memphis, TN 38163

For information on body donation, call between 8:00 a.m. and 5:00 p.m. Central Time.

CANCER:

American Brain Tumor Association..... 1-800-886-2282

American Cancer Society..... (865) 227-2345

American Lung Association..... 1-212-315-8700

Cancer Care Counseling Line..... 1-800-813-4673

Cancer Fund of America..... 1-423-938-5281

Cancer Information Service..... 1-800-422-6237

Leukemia Society of America..... 1-800-995-4572

National Cancer Institute..... 1-800-422-6237

National Kidney Cancer Association..... 1-708-332-1051

Smoky Mountain Cancer Support Group..... 428-5834

Meetings are held monthly in the classroom area of the Fort Sanders Sevier Medical Center in Sevierville. All persons with any type of cancer, whether currently being treated or long-term survivors are invited to attend. Support persons, as well as medical personnel are welcome. The group facilitator is Alice Grady, a nurse educator and cancer survivor. Meetings are held the 2nd Monday of the month at 6pm at Fort Sanders Sevier Senior Center in Sevierville.

UT Cancer Institute..... (865) 544-6055

Medical Building D, 1934 Alcoa Highway
Knoxville, TN 37920

-
**CLOTHING AND
FURNITURE:**

Care and Share..... 428-3908

3544 Sugar Camp Circle
Sevierville, TN 37862-8548

This ministry offers clothing, shoes, furniture, appliances, and household items (sheets, pillowcases, dishes, pots and pans, knick-knacks, etc.) for a minimal fee. Hours of operation are Monday and Friday, 1 p.m. to 5 p.m. and Tuesday, Wednesday, Thursday and Saturday, 9 a.m. to 5 p.m.

Church of Jesus Christ and Latter Day Saints..... 453-5769**Gatlinburg Community Church..... 428-8621**

3420 Birds Creek Road

Goodwill Industries..... 453-4155

441 Parkway
Sevierville, TN 37862

Goodwill offers vocational rehabilitation, computer training, and academic remediation. Retail stores have a variety of clothes, furniture, and household items for sale. You may call the Sevierville retail store at 453-0007.

New Hope Church of God 428-0789

1103 Dolly Parton Parkway
Sevierville 37862

Salvation Army (retail) 428-6723

806 W. Main Street
Sevierville, TN 37862

Smoky Mountain Area Rescue Ministries 908-3153

P.O. Box 5968

Sevierville, TN 37864-5968

Offering help by assisting with housing, providing food and clothing to those in need, offering counseling and prayer support, assisting with transportation, job skills, job placement and providing school supplies and clothing to children in need.

Trinity Episcopal Church 436-4721

509 Historic Nature Trail, Gatlinburg 37738

COMPUTER SERVICES/CLASSES:**Fort Sanders Sevier County Senior Center 453-8080**

1220 West Main Street

Sevierville, TN 37862

The computer room is open Monday through Friday, 8:00 a.m. to 4:30 p.m. Computer classes are periodically offered. For more information about dates and times, please call the Senior Center.

CONSUMER ADVOCACY:**Better Business Bureau 522-2552****Consumer Credit Counseling 522-2661****Office of Consumer 453-3446****Sr. Council of Retired Executives 545-4203****U.S. Consumer Affairs 558-4638****TN Protection & Advocacy (800) 342-1660****COUNSELING SERVICES:**

There are many counseling resources to help with mental, emotional, financial and other problems. Many counseling services are self-pay. Some offer a sliding fee scale. Some services may be reimbursable through Medicare, TennCare, or other insurance. Some mental health counseling from an approved provider may be partially reimbursed by Medicare. For more counseling resources, see "Counselors-Licensed" in the Yellow Pages of the telephone book or call Sevier County Council on Aging at 453-8080.

Blount Memorial Emotional Health & Recovery 981-2300**Cherokee Health Systems 573-0698****Credit Counseling (800) 251-2227 or 522-2661**

Parent Helpline (800) 356-6767

Senior Care Consultants (865) 583-0056

5710 Kingston Pike, Suite D

Knoxville, TN 37919

Senior Care Consultants offer individual, family, and group counseling. Help for seniors and family members in making decisions about care or coping with age-related changes and losses. Medicare and private pay.

CRAFT WORKSHOPS/WOODWORKING/GREENHOUSE:

Fort Sanders Sevier County Senior Center 453-8080

1220 West Main Street, P.O. Box 4157

Sevierville, TN 37864

Fort Sanders Sevier County Senior Center offers a wide variety of activities and programs. The Center serves as a community resource for information on aging. Acrylic, oil & watercolor painting classes are held each Monday. Also offered on a monthly basis are Bob Ross Painting Technique classes. The Center's woodworking shop is open on Tuesdays and Thursdays at 9:00 a.m. Ceramics classes are available every Monday in the month. Piece Makers Quilting Guild meets at the Center every Monday. The Stitch & Chatter group create handmade knit, crocheted & sewing projects, lap rugs. The group also makes afghans & baby blankets to be donated to local nursing homes & hospitals. The Volunteers In The Garden Club will be utilizing our new greenhouse, and the Center will be opening the greenhouse to be used by seniors in our community. Call the Senior Center at 453-8080 for more information, or to pre-register for any classes you might be interested in attending.

DEAF/HEARING IMPAIRED:

American Speech-Language-Hearing Association..... (800) 638-8255

Interpreting Services..... 579-0832

Knoxville Area Center for Deaf 579-0832

TTY Line 573-5640

TN Council For Hearing Impaired (800) 270-1349

TN Relay Center for the Hearing Impaired (800) 848-0299

TN School for the Deaf 594-6022

DEBTS/CREDIT COUNSELING:**Consumer Credit Counseling Service.....** 1-800-251-2227 or 522-2661**DENTAL SERVICES:****Affordable Dentures** (800) 336-8877 or (865) 986-3234

16374 Hotchkiss Valley Road E.

Loudon, TN 37774

Providing dentures in the same day at affordable fees. Affordable Dentures purchase supplies, all accepted by the American Dental Association, in large volumes to reduce costs. These savings are passed on to the patient through lower fees for services. Appointments are not required, so we recommend that patients arrive at the office at opening time to register for services.

AmeriPlan Dental Care (865) 384-0045

AmeriPlan Dental Care is a provider access organization that offers memberships in its discount dental plan for a monthly fee. Members can save 20% to 65% on all restorative and cosmetic work, and up to 80% on preventative work performed by a general dentist. Specialist fees are discounted 20%.

DIABETES:**American Diabetes Association** (800) 342-2383**Blount Memorial Diabetes Management Center** (865) 977-5767

907 East Lamar Alexander Parkway

Maryville, TN 37804

Diabetes Center, Fort Sanders Sevier Medical Center 429-6553

Available to see patients on an individual basis on Wednesdays.

DISABILITY SERVICES:**BellSouth Telecommunications Center For Customers With Disabilities (TCCD)****Voice Customers** 1-888-390-7770**TTY/VCO/HCO** 1-888-341-2355

The BellSouth TCCD is a service for customers who have disabilities. Representatives at the TCCD can help customers:

- Get new service, change existing service, and disconnect service;
- Get repair service;
- Get information about bills;
- Order special products and services.

The TCCD can conduct Voice-Carry-Over (VCO) and Hearing-Carry-Over (HCO) calls. There is no need to use a relay center to call the TCCD. Assistance is available Monday through Friday 8:00 a.m. to 6:00 p.m. Eastern Time.

Douglas Cooperative, Inc. (DCI) 428-3423

1101 Wagner Drive

Sevierville, TN 37862-3719

DCI is dedicated to providing opportunities and support to persons with mental and physical disabilities in their pursuit of achieving the full potential in their lives. Some of the services DCI offers are job development and placement, pre-vocational and vocational services, family support, and residential services. Call for more information.

ETHRA Transportation 1-800-232-1565

East Tennessee Human Resource Agency (865) 691-2551

9111 Cross Park Drive, Suite D-100

Knoxville, TN 37923

Public transportation service uses vans, including lift vans, to transport elderly and disabled persons in wheelchairs to medical and other appointments. Call 48 hours in advance to schedule. Transportation provided within Sevier County and to appointments in surrounding counties.

Tennessee Disability Pathfinder 1-800-640-4636

Phone, print and Internet resources in English and Spanish to connect the Tennessee disability community with service providers. www.familypathfinder.org offers an easy-to-search database of over 1,600 agencies and 3,000 community services. Search by Tennessee county and type of service.

Tennessee Library For the Blind and Physically Handicapped.....1-800-342-3308

403 Seventh Avenue North

Nashville, TN 37243

Free public library services for eligible people who cannot read, hold, or turn the pages of a regular print book due to a visual or physical handicap. Books and magazines provided on tape, Braille, and in large print. Playback equipment loaned. No postage charge for mailing.

Tennessee Services for the Blind (865) 594-6060

Tennessee Department of Human Services

531 Henley Street, Suite 225

Knoxville, TN 37902

Home visits to assess independent living skill needs of those who are visually impaired. Services may include counseling in coping with vision loss, teaching of home and personal management skills, guidance in orientation and mobility, and teaching other activities to help a person live as independently as possible.

U. T. Hearing & Speech Center Hearing Services (865) 974-5453

455 S. Stadium Hall

Knoxville, TN 37996

Hearing testing, hearing aid evaluation, hearing aid orientation, special assisting listening devices available for demo. Physician referral needed to obtain hearing aid. Sliding fee scale for eligible individuals.

Speech Services (865) 974-5451

1600 Payton Manning Pass

Knoxville, TN 37996

Diagnostic and treatment services for individuals with communication disorders including swallowing or voice disorders. Self-referrals or referral by others. Sliding fee scale for eligible individuals.

DISASTER ASSISTANCE:

American Red Cross 584-2999

Knoxville Area Chapter

P.O. Box 50156

Knoxville, TN 37950

The mission of the American Red Cross is to improve the quality of human life; to enhance self-reliance and concern for others; and to help people avoid, prepare for, and cope with emergencies. It does this through services that are governed and directed by volunteers and are consistent with its congressional charter and the principles of the International Red Cross.

Emergency Management Services 453-4919

Salvation Army 908-4010

EDUCATION:

AARP Driver Safety Program (865) 690-7974

An eight –Hour classroom refresher course especially designed for drivers age 50 and over. Nominal fee covers cost of classroom materials. In Tennessee, the state mandates a discount on auto insurance premiums for older drivers completing the class. Call for information on class schedule and location or visit www.aarp.org/drive.

Elderhostel, Inc.**Toll Free Registration** 1-877-426-8056

75 Federal Street

Boston, Maine 02110

A learning program offered throughout the United States, Canada, and other countries with a network of 2,000 educational, recreational, and cultural sites. Most U.S. and Canada programs are one week.

Programs overseas can be one to four weeks. Write or call for a catalog. www.elderhostel.org

Family Community Education (F.C.E.) 774-3764

Being a F.C.E. member is fun, educational, and rewarding-realizing that you can benefit yourself as well as those around you. The F.C.E. is sponsored through the University of Tennessee Agricultural Extension Service that provides educational materials. Monthly meetings have program topics related to consumer concerns, health & safety, housing and environment, families, food & nutrition, and physical fitness. Membership is open to anyone regardless of age, race, sex, disability, or national origin.

Pellissippi State Technical Community College (865) 681-1064

1010 Middlesettlements Road

Maryville, TN 37801

Any adult age 60 and older may audit courses without paying tuition charges or other fees according to space availability in an individual classroom. "For credit" courses are available to adults age 65 and older for a reduced fee. Call for information or log onto web site at: www.pstcc.edu

Sevier County Adult Learning Center 429-5243

226 Cedar Street

Sevierville, TN 37862

Offering classes in Basic Skills, Literacy, Adult High School, and GED

Sevier County School District 453-4671

Superintendent's Office

226 Cedar Street

Sevierville, TN 37862

University of Tennessee Extension-Sevier County 453-3695

125 Court Avenue Room 102

Sevierville, TN 37862

Provides information concerning issues related to:

- Food & Nutrition
- Financial Management
- Parenting/Grandparenting
- Healthy Home Environments
- Lawn Care & Gardening

University of Tennessee Regular Credit Classes (865) 974-2101

209 Student Services Bldg., Circle Park Drive
Knoxville, TN 37996

Persons age 60 or older and persons totally disabled may audit classes for free. Reduced fees for people age 65 and older or for totally disabled people taking classes for credit. Verification required.

www.utk.edu

Non-Credit Courses (865) 974-0150

Professional & personal Development
313 Conference Center Building
Knoxville, TN 37996

Call for a free catalog of course listings. Fees vary. www.outreach.utk.edu/ppd

**EMERGENCY INFORMATION & PERSONAL EMERGENCY
RESPONSE SYSTEMS:**

Personal emergency response systems link individuals to 24-hour assistance at the push of a button. A small, portable personal help button is usually worn on a necklace or wristband. Trained personnel are alerted and a responder calls with assistance. Users include seniors, people with chronic medical problems, people concerned about personal safety or security, post-operative patients and others. The usual charges are a one-time installation fee and nominal monthly rental and monitoring fees. There are basic systems and systems with additional features. Some systems can automatically signal for help. Others can make reminder calls.

American Red Cross (865) 584-2999

6921 Middlebrook Pike
Knoxville, TN

Disaster services, fire and flood assistance, and First Aid training. Contact Chris Davis for more information.

Baptist Lifeline Personal Response and Support Services (865) 549-2020

Lifeline is an easy-to-use personal response service that ensures senior adults who are living at home get quick assistance whenever it is needed-24 hours a day, 365 days a year. Classic pendant and Slimline wristband personal help buttons available.

www.baptistnewword.org

CONTACT Reassurance (865) 523-9108

P.O. Box 11234

Knoxville, TN 37939-1234

A **free** service available to those who are isolated, lonely, and cut off from the community. Reassurance provides a few minutes of daily friendly conversation for those who are alone, provides a safety net in emergency situations or crisis, reassures family members, and contributes to extended independence. A program of CONTACT of Knoxville, Inc.

Covenant Lifeline Personal Response and Support Services (865) 541-4500

For over 20 years, Lifeline has been a leading personal response service, helping over 4 million people. Their goal is to give you the confidence to continue to live independently in your own home-doing things for yourself by ensuring that you know whenever you need help, it's just a button push away. To call for help, you simply press the Personal Help Button you wear as a pendant or wristband. Within seconds, your call will be answered by one of the highly trained operators. You may also log onto the website at: www.covenanthealth.com

MobilePal Portable Emergency Products (865) 549-4831

MobilePal's portable emergency products can be worn comfortably on a belt or easily placed into a pocket or purse. With the Personal Security Plan, by pushing one button, it's simple to receive help from a personal assistant and gives you access to emergency service 24 hours a day, 365 days a year, dispatch of police, fire, and ambulance anywhere in the U.S., dispatch your roadside service provider (towing, lockout, etc.), location of nearest hospital or veterinary services, and free mobile calls for emergency or roadside assistance. Personal Security Advantage Plan with additional options offered also. Call for more information.

Radio Shack 453-2300

532 Winfield Dunn Parkway

Sevierville, TN 37876

Radio Shack offers safety pendants for a one-time fee. You are able to program up to 4 emergency numbers into the pendant. Call for more information.

Salvation Army 908-4010
 806 W. Main Street
 Sevierville, TN 37862

Sevier County Electric System 453-2887
 315 East Main Street
 Sevierville, TN 37862

If you or someone you know is using oxygen, you may call the electric company to have your name placed on a call list in the event of a PLANNED area outage.

Sevier County HELP Fund/Douglas Cherokee (Electric Assist.)
 453-7131

Sevierville Police Department 453-5506
 800 Gary Wade Boulevard
 Sevierville, TN 37862

Home Checks: The Sevierville Police Department will go to your house and check it while you are on vacation.

Med-Ray: Med-Ray is a card that organizes your medical information and emergency family contact numbers. This helps the police department when it gets EMS calls.

Tel-A-Tend: Tel-A-Tend is a computer that will call and check on someone up to 3 times a day. If the system does NOT get a correct response, then it will call a family member or send an officer to check on the person.

Contact Lt. Rose or Officer Rebecca Cowan for more information.

Sexual Assault Crisis Center (865) 558-9040
 P.O. Box 11523
 Knoxville, TN 37939-1523

24-Hour Crisis Line (865) 522-7273 or toll free (888) 522-5244
 Since 1973, the Sexual Assault Crisis Center has been working to prevent sexual assault in East Tennessee. All services are confidential and free of charge.

They include:

- Programs for children and adults in several counties
- 24-hour crisis line for information and support
- Legal/medical advocacy
- Assistance at the hospital emergency room
- Court accompaniment
- Counseling and psychotherapy
- Support groups
- Self-defense and education programs
- Child sexual abuse prevention programs
- Professional in-service training
- Lending library of books and videos

Smoky Mountain Area Rescue Ministries 908-3153

P.O. Box 5968

Sevierville, TN 37864-5968

Offering help by assisting with housing, providing food and clothing to those in need, offering counseling and prayer support, assisting with transportation, job skills, job placement and providing school supplies and clothing to children in need.

Southern Poison Center 800-288-9999

EMPLOYMENT ASSISTANCE:

Experience Works (55+) (865) 681-3792 or (865) 525-2151

3116 Washington Ridge Way #506

Knoxville, TN 37917

Experience Works enables job seekers 55 and older to find employment through training in community service assignments at non-profit or public agencies, and when necessary, specialized training at various educational organizations. In addition, participants receive coaching on how to find meaningful employment. Training is usually 20 hours per week and participants receive \$5.15 per hour. Call for more information or to arrange an appointment.

ENERGY ASSISTANCE:

Douglas Cherokee Neighborhood Center

Sevier Neighborhood Center 453-7131

750 Old Knoxville Highway

Sevierville, TN 37864

Neighborhood Service Centers assist low-income individuals and families who are in crisis or emergency situations. Neighborhood Service Centers also provide help in looking for a job, low income home energy assistance, assistance to homeless families, operate food pantries and provide services to elderly and disabled individuals.

EYE SERVICES:

20/20 Optical 453-2025

120 Bruce Street
Sevierville, TN 37862

Offering a huge frame selection, one hour services in most cases, and free adult & children vision screening. 20/20 Optical assist the Lions Club for those who need eyeglasses. If you have vision related question, please call during business hours, Monday through Friday, 8:00 a.m. to 6:00 p.m.

Pigeon Forge Lions Club 453-6365

Contact Tony Kyker for more information.

Seymour Lions Club 579-5086

Contact Fred McQueen for information.

Tennessee Services For The Blind And Deaf 594-6060

Tennessee Department of Human Services
531 Henley Street, Suite 225
Knoxville, TN 37902

Staff will visit blind or low-vision individual's home to mark items for safety and identification purposes, teach personal care and household organization, provide limited orientation and mobility training, and offer other instruction on daily living activities.

FINANCIAL SERVICES:

Fain Financial Services 428-0769

119 South Boulevard, Suites 1 & 2
Sevierville, TN 37862

Fain Financial Services offers financial planning, the use of life and health insurance, annuities, mutual funds, real estate, long-term care and estate planning to obtain financial goals. Call Jack Fain for more information.

Financial Professionals 577-6177

10339 Chapman Highway P.O. Box 1270
Seymour, TN 37865-1270

Providing current insightful information to Seniors regarding their financial matters. Dean Hempel, LUTCF, FICF, CSA, is a Certified Senior Advisor with expertise in insurance, investments, tax and estate planning. Financial professionals always offer a no-obligation free consultation visit.

Email: mail@yourfinancialpro.com Website: www.yourfinancialpro.com

FIRE DEPARTMENTS:

See “Important Numbers” page in the front of this Directory.

FITNESS:

Covenant Health 50plus Fitness 541-4500

50plus Fitness-A class in which special attention is given to areas of fitness that people 50 or older need the most. The primary goal is to increase muscle strength and flexibility, which will provide more skeletal support.

The class also increases cardiovascular endurance, which will help with weight control as well as provide a comprehensive fitness program for anyone. You are encouraged to go at your own pace!

Movements for Living (MFL)-A class designed for individuals who have special circumstances that make exercise and daily living tasks more challenging. The class incorporates gentle movements to increase range of motion; modified stretches to increase flexibility; and resistance work to help participants become stronger. You are encouraged to go at your own pace!

50plus Fitness-Have a Ball-This class will utilize the stability ball, recognized in physical therapy as a way to improve strength and balance. The stability ball offers a variety of options for all levels-even seniors! The stability ball creates a safe environment, challenging the body to respond with increased muscular and neurological strength. Instructors will offer many levels of difficulty so everyone will progress gradually and safely and as always, GO AT YOUR OWN PACE! For more information and class schedules, call 541-4500.

Tennessee Senior Games/East TN District

10031 Villa Ridge Way

Knoxville, TN 37932

For more information, Email the Coordinator at: etnseniorgames@charter.net or log onto www.tnseniorgames.com

FOOD AND NUTRITION:**Sevier Neighborhood Center** 453-7131

750 Old Knoxville Highway

Sevierville, TN 37864

Neighborhood Service Centers assist low-income individuals and families who are in crisis or emergency situations. Neighborhood Service Center also provides assistance with searching for a job, low income home energy assistance, assistance to homeless families, operate food pantries and provide services to elderly and disabled individuals.

C.R.O.S.S.-Christians Reaching Out Serving Seymour 579-6192**Meals on Wheels Nutrition Program** (423) 587-4500**New Hope Church of God** 428-0789**Sevier County Food Ministries** 428-5182**TN Department of Human Services (STAMPS)** 429-7005

-

FRAUD:**Medicaid/Medicare** (800) 427-8477**TN Care Fraud Hotline** (800) 372-8386**TN Securities Division** (800) 863-9117**FURNITURE NEEDS:****Care and Share** 428-3908

3544 Sugarcamp Circle

Sevierville, TN

This ministry offers clothing, furniture, appliances, and household goods for a minimal fee. Hours of operation are Tuesday through Thursday, 8:00 a.m. to 5:00 p.m. Open Mondays & Fridays from 1:00 p.m. to 5:00 p.m.

Salvation Army Thrift Store 428-6723

-

-

-

HAIR CARE-HOMEBOUND SERVICES:**Jody's Beauty Shop** 573-7058

1470 Boyds Creek Highway

Seymour, TN 37865

Jody has 30 years experience of full service care to person's who are homebound or in the hospital.

Jody's services include hair care, manicures and pedicures. She also offers transportation to doctor's appointments. Call Jody for more information or if you have any questions about her services.

HARDSHIP ASSISTANCE:**C.R.O.S.S-Christians Reaching Out Serving Seymour** 579-6192

406 Boyds Creek Highway, P.O. Box 186, Seymour, TN 37865-0186

C.R.O.S.S. is a non-profit Tennessee Corporation established by local churches in the Seymour area. It is operated entirely with volunteers serving every aspect of all operations. C.R.O.S.S. temporarily provides food, financial, medical, psychological assistance, or other such services as may, from time to time, appear needed in a charitable

manner to persons who are unable to meet these needs themselves or through the assistance of existing social service agencies **within the community of Seymour.** Hours

of operation are Monday & Tuesday, 10am to 2pm. Wednesday, Thursday & Friday, 10am to 12:00 noon excluding holidays.

Salvation Army 908-4010

Contact for emergency assistance.

Smoky Mountains Area Rescue Ministries (SMARM) 908-3153

437 Forks of the River Parkway, P.O. Box 5968

Sevierville, TN 37864

Smoky Mountains Area Rescue Ministries was founded in August 2001 to address the growing problem of homelessness and poverty conditions in our local community. Their main focus is to provide or maintain existing shelter, assist with emergency food, clothing and Christian counseling. Call for more information.

HEALTH CARE CLINICS:**Baptist Senior Health Center** 428-5614

707 Dolly Parton Parkway

Sevierville, TN 37862

Dr. Shenkman is trained to meet the medical needs of patients 55 and over. The Senior Health Center provides not only excellent primary care physician care, but also serves the educational, social, nutritional, and physical needs of seniors.

Blount Memorial Family Care Center (865) 980-5355

At the Medical Office Building
1047 East Lamar Alexander Parkway
Maryville, TN 37804

Healthcare Facilities Administration 588-5656

Department of Health
5904 Lyons View Pike, Lakeshore Park, Building 1
Knoxville, TN 37919

Web site: www2.state.tn.us/health/hcf

Licenses and regulates all health-care facilities in the state of Tennessee. Web site has information about all of the licensed facilities as well as additional useful information about all such facilities in the state.

Mountain Hope Good Shepherd Clinic 774-7684

312 Prince Street
Sevierville, TN 37862

The Clinic's purpose is to provide accessible, affordable and quality health care for the working uninsured and others who cannot be served by other resources in the community.

Sevier County Health Department 637-6853

227 Cedar Street
Sevierville, TN 37862
Micky Roberts, Director

The mission of the Sevier County Health Department is to protect and promote the health of Sevier County citizens and visitors to Sevier County. The Health Department's main functions are:

- Assuring services by promoting the development of services outreach and assistance to services;
- Assessment to determine health status, health resources and health problems;
- Policy development which leads to protection and promotion of health.

The Health Department provides health services in the areas of immunizations, communicable diseases, pregnancy testing, sexually transmitted diseases, cancer screening, nutritional supplemental program for pregnant women (WIC), care coordination for Children Special Services (CCS), care coordination for pregnant women, child health development (CHAD), nutrition counseling for special diet if referred by a medical provider, breastfeeding information and support, AIDS/HIV testing and counseling, alcohol and drugs (A & D) intake and referral, TennCare enrollment and re-verification, and birth and death certificates.

Office hours are Monday through Friday, 8:00 a.m.-4:30 p.m. Information on any health department services can be obtained by calling 637-6853.

HEARING/SPEECH:**The Hearing and Speech Foundation** (865) 977-0981

334 S. Washington Street

Maryville, TN 37804

HEART CARE:**American Heart Association** 800-242-8721**UT Center for Women's Health Heart, Lung, Vascular Institute**

..... (865) 544-8444

4 Your Heart is a comprehensive women's cardiac screening program designed with you in mind, featuring Personal Consultation, Heart Assessment, Diagnostic Testing and Physician Recommendations. Call for more information or to make an appointment.

HOME ASSISTANCE AND OTHER IN-HOME SERVICES:

In home services can help elderly and those with disabilities maintain their independence by continuing to live in their home environment.

In-home services help those needing temporary or permanent assistance with one or more of the following:

- household chores
- activities of daily living (bathing, dressing, grooming, and other personal care (help)
- transportation
- shopping, groceries, miscellaneous errands
- meal preparation
- medication reminders
- companionship, respite, sitting
- home maintenance, indoor and outdoor

The types of non-medical in-home services available depend on the agency or company. Services may be scheduled for a few hours per day or week. Some offer help up to 24 hours a day, seven days a week. Most agencies listed here will conduct an initial in-home assessment for services. A potential client or consumer of services should also "interview" the agency. Ask about references from other clients.

Other questions to ask:

- Are employees bonded and insured?
- Have drug screens and criminal background checks been conducted on all employee caregivers?
- What types of non-medical training related to in-home services for elderly and disabled are provided to employees?
- Does caregiver training include CPR certification and First Aid procedures?
- What provisions are made if a caregiver is unable to work for a day-will the agency provide a substitute?

COST OF SERVICES:

In-home services vary in price. Almost all are private pay. Some agencies offer limited services on a sliding fee scale based on income. Long term care insurance policies may cover some of the cost. Some limited services may be offered providers under the state Options For Community Living Program and would be eligible for state reimbursement. However, there is a waiting list for the Options program. Call several agencies. Compare rates and services. Check references. Consider availability and compatibility.

LICENSURE REQUIREMENTS:

New state licensing requirements for Personal Support Service Agencies are being considered for implementation. You may check the status of the agency you are considering by calling the State of Tennessee Department of Mental Health & Developmental Disabilities, East Tennessee Licensure Office, 531 Henley Street, State Office Building in Knoxville, 865-594-2815

For updated information on any new agencies and companies offering in-home support services to elderly and disabled in Sevier County, call the Sevier County Office on Aging at 453-8080.

Other Resources

In addition to these listings, some health agencies may provide private duty services including homemaker, sitter, and personal care. Check with individual home health agency.

East Tennessee Minority Applicant Pool System (865) 329-0097

209 Bearden Place
Knoxville, TN 37927

To assist the elderly and disabled senior citizens of East Tennessee (predominately minority) in obtaining long-term care during any period of illness or convalescence. Services are available to seniors 65 and older who are mentally and/or physically impaired, in need of 24-hour care or supervision, and meet the medical and financial criteria of nursing home placement.

Covenant Home Care (423) 586-6808

Family Support Services, Inc 675-6382

P.O. Box 23376

Knoxville, TN 37933

Family Support Services, Inc., offers services that will meet the individual needs of you or your loved ones for a few hours, a whole day, once a week, or every day. Some of the special support services include: newborn care, child care, child transport services (school, sports), personal care and hygiene, sleep-over service, housekeeping, bath visits, laundry, shopping, post-surgery assistance, meal preparation & clean-up, and more.

Home Instead Senior Care (423) 587-5800

119 Evans Avenue

Morristown, TN 37814

Home Instead Senior Care enables the elderly to live independently. Our CAREgivers provide help at home that includes meal preparation, light housekeeping, medication reminders, shopping, errands and religious services, social events and medical appointments. Also offering services to area hospitals and facilities. Call for more information.

Options For Community Living (865) 251-4897

A state-funded program available to elderly and disabled throughout the state who qualify for approved in-home services, including home-delivered meals, homemaker and personal care assistance.

Information on services is accessed through this regional Area Agency on Aging and Disability. Initial assessment is performed by phone. If warranted, a separate in-home assessment will determine service needs.

Senior Choices 681-0999

320 S. Court Street

Maryville, TN 37804

www.seniorchoices.com

A company offering personal care services, homemakers, companion care or personal care in the home, hospital, or nursing home; assisted transportation.

Senior Citizens Home Assistance Service, Inc 453-6853

109 Parkway, Suite 3-B

Sevierville, TN 37862

SCHAS is a non-profit agency that assists the elderly and disabled with homemaker and personal care needs such as light house work, help with personal care, shopping, preparation of a meal or to just be a good friend. For more information contact Lena Adams (Director) at 453-6853.

Smoky Mountain Home Health & Hospice (423) 623-0233

222 Heritage Boulevard

Newport, TN 37822-0754

-

HOME HEALTH CARE:

If the need arises for skilled medical care in your home for the treatment of an illness or injury, and certain Medicare criteria is met, Medicare will cover the cost of services in your home.

To qualify for Medicare home health coverage:

- Services can only be provided under a Plan of Care established and approved by a physician.
- Patient requires skilled nursing on an intermittent basis or physical therapy/speech therapy. Once a patient qualifies for skilled care, he or she becomes eligible, as appropriate, to receive home health aide services, occupational therapy, or medical social work services.
- You must be considered homebound, the inability to leave home due to a condition which exerts a considerable and taxing effort on the patient.

If you meet all four of the conditions to qualify for home health care, Medicare will cover such benefits as:

- Skilled nursing care on a part-time basis (not full-time), including services such as wound care, urinary catheterization, IV therapy, giving injections, ect.
- Physical therapy, speech therapy, occupational therapy.
- Home health aide services on a part-time basis, including assistance with personal care such as bathing and dressing when combined with a skilled service.
- Medical social services to assess and assist with social and emotional factors related to your illness.
- Medical supplies such as dressings and braces.

Medicare does not cover full-time care, housekeeping services, or food services.

There are other sources of payment for home health services in addition to Medicare. Some people may be covered by TennCare, a Health Maintenance Organization, the Veterans Administration, Workers Compensation insurance, Black Lung, or private insurance.

The patient or person receiving care has the right to choose the home health agency. If you are a member of an HMO your choice of agencies is limited to those agencies affiliated with the HMO.

45

To help you make an informed decision, Medicare provides quality of care information for all Medicare-certified home health agencies.

- **First know what services you or your loved one are likely to need.**
- **Second, go to www.medicare.gov**

- **Third, select *Home Health Compare***
- **Fourth, follow the step-by-step instructions to compare information about home health agencies in the area.**

Area home health agencies listed in this section provide various services including skilled nursing care, home health aide services, physical/speech/occupational therapies, and medical social services. Some also provide psychiatric nursing services. Several offer pulmonary and cardiac rehabilitation services. Some agencies have hospice programs for patients in the last stages of a terminal illness. Some home health agencies offer private duty services including nurses, homemakers, companions and sitters.

Blount Memorial Home Health (865) 981-2160

1095 East Lamar Alexander Parkway

Maryville, TN 37804

The Blount Memorial Home Health staff works with your physician to provide skilled and professional services in your home. Your team also can help identify other available community resources to help meet your individual needs.

Baptist Home Care 632-5711 or (800) 467-7511

7203 Chapman Hwy

Knoxville, TN 37920

Comprehensive skilled services provided in the comfort of the patient's home. Specialty services include daily tele-monitoring of vital signs, weight, O2 sat, and glucose monitoring. Some examples of Medicare covered services are cardiac care/education, wound care, pain management, Foley catheter care/management, diabetic care/education, injections and rehab/restorative therapy. Medicare coverage criteria: Homebound, intermittent skilled need, and patients under a plan of care established by a physician. Contact Christy West for more information.

Blount Memorial Home Health (865) 981-2160

1095 East Lamar Alexander Parkway

Maryville, TN 37804

The Blount Memorial Home Health staff works with your physician to provide skilled and professional services in your home. Your team also can help identify other available community resources to help meet your individual needs.

Covenant Home Care (423) 586-6808
 Toll Free (800) 273-2576
 1907 West Morris Boulevard, Suite D
 Morristown, TN 37814

Covenant HomeCare provides comprehensive home-based services including skilled nursing, certified nursing assistants, rehabilitation services, medical social services, mental health services, and hospice care. Covenant HomeCare Infusion offers infusion therapy in the home or the Ambulatory Infusion Center in West Knoxville. Contact Jeri Hawkins for more information.

Girling Health Care, Inc 428-3345
 East Gate Plaza #803-B, Dolly Parton Parkway
 Sevierville, TN 37862

Girling Health Care offers skilled nursing , home health aides, social workers, physical, occupational, and speech therapy in the comfort of your own home with personalized approach. They have specialized Rehab, Cardiac, Wound Care, and Diabetic programs.

Housecall Home Healthcare 428-2510
 1107 Oak Cluster Drive, Suite 200
 Sevierville, TN 37862

Fully licensed and Medicare certified, Housecall provides services such as skilled nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Medical Social Worker and Home Health Aid Assistant to homebound citizens. Services are covered by Medicare and private insurance on a case by case basis. Premier Programs include CHF, COPD management, Wound Care, Diabetic Care, and Mental Health Programs.

Smoky Mtn. Home Health and Hospice (423) 623-0233
 222 Heritage Boulevard
 Newport, TN 37821

HOME REPAIRS AND IMPROVEMENTS:

East Tennessee Human Resource Agency Home Program 691-2551

This program is a grant that provides home repairs. In some cases, it can also be used to purchase a mobile home. This grant does not have to be paid back unless the home is sold. Only owner occupied applicants are eligible. For more information, call the Energy Office at 691-2551.

East Tennessee Human Resource Agency Weatherization**Program**.....691-2551

The Weatherization Program installs measures in your home to make it more energy efficient. Measures installed are, but not limited to: insulation, storm windows, caulking and glazing windows, insulating water heater, dryer vents, replace broken window panes, doors, foundation vents, roof vents and underpinning. Applications are taken once a month in the county in which you reside. For more information or to make an appointment, call the Energy Office at 865-691-2551.

HOSPICE:

Hospice is care that focuses on pain and symptom management, including palliative care, for patients who have a progressive illness with limited life expectancy. This usually refers to someone in the last six months of life. A physician referral is required.

Hospice services are usually provided in the home. The goal is to keep patients comfortable in their own home for as long as possible. Hospice services are also available to nursing home residents and hospital patients. Hospice care may be provided in a hospital transitional care unit if a person meets admission criteria.

The hospice team usually consists of nurses and nurse aides specializing in symptom management along with chaplain and social work support and assistance from hospice volunteers.

Costs may be covered by Medicare (Hospice Benefit), TennCare, private insurance, or private pay.

Under the Medicare benefit, hospice also provides medication related to the patient's terminal illness as well as any necessary durable medical equipment.

Many home health agencies offer in-home hospice services. Some offer services in a nursing home or hospital setting. Ask if the program is Medicare certified. For more information, log onto www.hospicenet.org.

Adventa Hospice 558-6801

1107 Oak Cluster Drive, Suite 200
Sevierville, TN 37862

Baptist Hospice (865) 632-5718

P.O. Box 22

Knoxville, TN 37901

Offering end of life care in 11 counties. Call for more information.

Blount Memorial Hospice (865) 977-5702

907 East Lamar Alexander Parkway

Maryville, TN 37804

Blount Memorial Hospice cares for people with life-limiting illnesses and offers support to their families.

Caris Hospice Care (866) 694-4848

Care to terminally ill patients and their families is provided by a professional team which includes a nurse on call 24 hours a day, seven days a week, and 365 days per year. Patients can reside in their home, in a nursing facility, or assisted-care living facility. The plan of care for each patient and family is individualized according to his or her needs.

Covenant HomeCare and Hospice (423) 586-6808

Toll Free (800) 273-2576

1907 West Morris Boulevard

Morristown, TN 37813

Covenant HomeCare provides comprehensive home-based services including skilled nursing, certified nursing assistants, rehabilitation services, medical social services, mental health services, and hospice care. Covenant HomeCare Infusion offers therapy in the home or the Ambulatory Infusion Center in West Knoxville. Contact Jeri Hawkins for more information.

HOSPITALS:**Baptist Hospital of East Tennessee** 632-5011

137 Blount Avenue, Knoxville, TN

Blount Memorial Hospital (865) 983-7211

907 E. Lamar Alexander Parkway, Maryville, TN 37804-5016

Fort Sanders Regional Medical Center 541-1111

1901 Clinch Avenue Knoxville, TN

Fort Sanders Sevier Medical Center 429-6100

709 Middle Creek Road, Sevierville, TN 37862

Park West Medical Center 693-5151

9352 Park West Boulevard, Knoxville, TN

St. Mary's Medical Center 971-6011

East Oak Hill Avenue, Knoxville, TN

Thompson Cancer Survival Center 971-1678

1915 White Avenue, Knoxville, TN

University of Tennessee Medical Center 544-9000
 1924 Alcoa Hwy., Knoxville, TN 37920
 Physician Referral 544-9640

Veterans Hospital: Johnson City, TN (423) 926-1171

HOUSING WITH ASSISTANCE & SUPPORT SERVICES:

Under this heading is included housing for older adults who are capable of basic self care and need no acute medical care. Each facility listed here is licensed by the state as either a *home for the aged*, or an *assisted care living facility*.

Homes For The Aged are licensed by the Tennessee Department of Health and standards are set forth in the Tennessee Code. According to state standards, a *home for the aged* accepts aged persons for relatively permanent

care and provides room, board, and personal services to one or more non-related persons.

Assisted Care Living Facilities are licensed by the Tennessee Department of Health and standards are found in the state statute. According to state standards, an appropriate ACLF resident is primarily an ambulatory person who is age 62 or above, who requires domiciliary care and who may require non-medical living assistance services and other defined services.

Facilities and Services

The facilities listed here offer housing for senior adults along with various assistance services that may include one or more of the following:

- Daily meals, often served in a dining room setting;
- Housekeeping services;
- Personal laundry and linen service;
- Social and educational activities
- Transportation and assisted transportation
- Assistance with activities of daily living such as bathing, grooming, dressing;
- Assistance with monitoring of medications and administration of medications that are typically self-administered.

All facilities provide 24-hour staffing and an emergency call system. Housing and services are private pay. Some long-term care insurance policies include coverage for assisted living services. Qualifying veterans and survivors may be eligible for some financial assistance.

Continuing Care Retirement Communities

CCRC's offer independent living units for retirees and other older people and may include apartments, condos, cottages, duplexes, or houses. Housing arrangements also include the options of assisted living services and other support services. Specialized Alzheimer's or memory support units are offered. In addition, a **CCRC** includes skilled health care services in a nursing home facility with 24 hour nursing care. The continuing care concept allows residents to move from one type of housing to another and to purchase additional service as health needs change while remaining within the retirement community.

Iris B. Vest Widows Ministry Center.....(800) 453-9844

A state-of-the-art facility offering a loving Christian environment for widows, where care and fellowship are paramount. Residents will have the personal support and close friendship with widows who share similar experiences, while enjoying the freedom and independence of being on their own. Staff members are available 24 hours a day, seven days a week. For more information you can visit the website at: www.widowsministry.com

HOUSING-SENIORS-PUBLIC:

Breckenridge Apartments	774-0790
Eastgate Homes	453-8500
Gateway Village	453-1729
Habitat for Humanity	428-2040
Iris B. Vest Widows Home	453-7707
Keenland Farms Mobile Home Park	774-8030
LeConte Terrace Apartments	774-8885

Park Village 428-5280

Riverpark Apartments 428-1373

Riverview Apartments 453-8080, 453-0824 or 368-8080.

315 Howard Drive, Sevierville, TN 37862

Sevier County Council on Aging owns and operates a twenty-unit apartment complex for low-income senior citizens (age 62+). Application forms can be filled out at the Council on Aging Office or at Riverview Apartments Office in Sevierville.

Robert Howard Village 453-8500

Samaritan Place (Emergency housing for seniors) 545-7433

Sevierville Housing Authority 453-8711

TN Housing Development Agency 594-6696

Woodland Park 429-6896

INFORMATION AND REFERRAL:

ELDERCARE LOCATOR 1-800-677-1116

Eldercare is a national, toll-free telephone referral service that provides information about community resources for seniors anywhere in the country. Call Monday through Friday, 9:00 a.m. to 8:00 p.m., Eastern Time. Please have the following information available when calling:

- The county, city, or zip code of the older person requiring assistance.
- A brief description of the type of assistance needed.

The Eldercare Locator will provide you with names and phone numbers of organizations within the desired location, anywhere in the country.

Tennessee Department of Human Services 429-7005

The local office for Sevier County provides information and referral in specific program areas including: food stamps, resource assessment for financial Medicaid eligibility prior to nursing home placement, QMB/SLBM programs, TennCare, and Adult Protective Services.

For information about services for older people in surrounding counties in East Tennessee, call the OFFICE ON AGING in that county. Phone numbers and addresses follow here.

Anderson County	1-800-457-3259
125 Leinart Street, Clinton, 37716	
Blount County Office on Aging	1-865-983-8411
3509 Tuckaleechee Pike Maryville, TN 37803	
Campbell County	1-423-562-2948
P.O. Box 1394, LaFollette, 37766	
Claiborne County	1-423-626-9471
P.O. Box 326, Tazewell, 37879	
Cocke County	1-423-623-1400
P.O. Box 768, Newport, 37822	
Grainger County	1-865-828-5397
8657 Rutledge Pike, Rutledge, 37861	
Hamblen County	1-423-581-5166
841 Lincoln Avenue, Morristown, 37813	
Jefferson County	1-865-475-2222
1427 Russell Avenue, Suite A, Jefferson City, 37760	
Knox County	524-2786
2247 Western Avenue, P.O. Box 51650, Knoxville 37950	
Loudon County	1-865-458-5445
927 Hospital Drive, Loudon, 37774	
Monroe County	1-423-442-2022
Cora Veal Center, 144 College Street, Madisonville, 37354.	
Morgan County	1-423-346-6651
821 Spring Street, P.O. Box 406, Wartburg, 37887	
Roane County	1-865-354-0450
P.O. Box 43, Rockwood, 37854	
Scott County	1-423-663-2000
P.O. Box 180, 2845 Baker Highway, Huntsville, 37756	
Sevier County	453-8080
1220 W. Main Street, P.O. Box 4157, Sevierville, 37864	
Union County	1-865-992-3292
298 Main Street, P.O. Box 387, Maynardville, 37807	

INSURANCE-HEALTH & MEDICAL:**QUALIFIED MEDICARE BENEFICIARY (QMB) 429-7005**

Tennessee Department of Human Services

The state is required to pay Medicare premiums, deductibles and coinsurance for low income individuals with limited resources who are eligible for Medicare Part A. QMB pays the part B monthly premium, the Part B annual deductible, the Part A hospital deductible, and also covers the 20% of Medicare-approved charges for physician services that Medicare does not pay. QMB does not cover prescription drugs.

The QMB program works like a Medicare supplement because QMB pays the Medicare Part B premium every month. Remember, to qualify for QMB a person must meet income limits (at or below 100% of poverty). Also, resources such as savings must be worth less than \$4,000 for an individual and \$6,000 for a couple. A home, one car and some other items are not counted.

SPECIAL LOW INCOME MEDICARE BENEFICIARY (SLMB) 429-7005

Tennessee Department of Human Resources

A person with income too high to qualify for QMB may be eligible SLMB. This program pays the Part B Medicare monthly premium. It does not pay medical co-pays or deductibles. To qualify, income must be equal to or less than 120% of the poverty level and the resource test must be met.

QUALIFYING INDIVIDUAL (QI)

The state is required to pay Medicare Part B premiums for an individual who meets income (between 120% and 135% of poverty) and resource limits as long as federal funds are available. Eligibility determined by

DHS 429-7005

State Health Insurance Assistance Program (SHIP)

..... 1-877-801-0044

A statewide program that provides free and objective counseling and assistance to persons with questions or problems regarding Medicare and other related health insurance. In Tennessee, SHIP operates through the state's nine Area Agencies on Aging and Disability.

Tennessee Department of Commerce and Insurance Services

..... 1-800-342-4029

500 James Robertson Parkway, 4th Floor, Davy Crocket Tower, Nashville, TN 37243

This state office provides answers to insurance related questions concerning life, health, auto, home, liability, medical malpractice, annuities, and some workers compensation issues. They also help with Medicare supplement and long-term care insurance issues.

Call the toll free number to file a complaint, or to ask questions concerning a particular insurance company or agent.

JOB PLACEMENT:**Douglas Cooperative, Inc** 428-3423

1101 Wagner Drive

Sevierville, TN 37862-3719

Douglas Cooperative, Inc. is dedicated to providing opportunities and support to persons with mental and physical disabilities in their pursuit of achieving the full potential in their lives. For more information, call DCI Family and Community Focus at the above number. Opportunities available are:

- Developmental Disabilities
- Human Rights
- Advocacy
- Laws and Legislation affecting persons with disabilities
- Family Monitoring
- Communication Skills and Community Resources

LEGAL SERVICES:**Disability Specialties** (865) 621-9637

P.O. Box 1037

Gatlinburg, TN 37738

Disability Specialties help all individuals with disability issues, Social Security, V.A., and private insurance benefits. Call Ken Butler for more information.

Monica Franklin, Attorney 774-3540

248 Bruce Street

Sevierville, TN 37862

Legal Assistance for the Elderly 691-2551

9111 Cross Park Drive, Suite D-100

Knoxville, TN 37923

Any person age 60 and older may be eligible to receive services from this program if they live within one of the designated counties and meet the necessary criteria. Contact Cindy Troyer (Attorney) for more information.

LIBRARIES-PUBLIC:**Anna Porter Public Library** 436-5588

207 Cherokee Orchard Road, Gatlinburg, TN 37738

Sevier County Library 453-3532

321 Court Avenue Sevierville, TN 37862

Kodak Branch Library 933-0078
 319 W. Dumplin Valley Road, Kodak, TN

Seymour Branch Library 573-0728
 137 W. Macon Ln, Seymour, TN 37865

Pigeon Forge Public Library 429-7490
 2449 Library Dr., Pigeon Forge, TN 37863

MEDICAL EQUIPMENT AND SUPPLIES:

This section includes listings of businesses and non-profit organizations that sell, rent, or loan various types of home care supplies and equipment such as:

- Wheelchairs, hospital beds, lift chairs;
- Canes, crutches, walkers;
- Hydraulic lifts;
- Oxygen and respiratory care products;
- Mastectomy supplies, ostomy products;
- Bathroom safety equipment;
- Blood pressure equipment;
- Glucose monitoring machines;
- Support stockings, uniforms and scrubs;
- Incontinence products;
- Nutritional products.

Free delivery and installation and/or set up of equipment might be available. Billing of Medicare, TennCare and private insurance, when applicable. Not all businesses carry all products. Some specialize in certain items. Some on call 24 hours.

Insurance claims for durable medical equipment, orthopedic supplies, prosthetics or supplies furnished for use at home, are processed in each state by a Durable Medical Equipment Regional Carrier (DMERC).

**Medicare beneficiaries in Tennessee should call Palmetto Government Benefits Administrators at
 1-800-583-2236**

Call to ask questions about bills for durable medical equipment and obtain a list of approved suppliers.

Basic guidelines to follow relating to Medicare payment for durable medical equipment in the home:

- **Person must have Medicare Part B coverage.**
- **Item must be on Medicare approved list of equipment.**
- **Doctor must prescribe the equipment and complete required paperwork.**
- **Equipment must be for use in a person's home.**
- **Medicare pays 80% of its "approved" charge that may be different from actual price.**

ALPHA Medical Equipment 482-6752

100 Tulsa Road
Oak Ridge, TN 37830

Apria Medical Equipment 588-5396

1701 Louisville Drive Suite A
Knoxville, TN 37921

Baptist Home Medical Equipment 573-0777

4125 Chapman Highway
Knoxville, TN

BESS & CO 429-0064

129 Bruce Street
Sevierville, TN 37862
Offering a wide variety of home care items and equipment including diabetic testing supplies.
Wheelchair rentals are also available.

Blount Memorial Home Equipment Services (865) 980-5300

333 East Harper
Maryville, TN 37804
Blount Memorial Home Equipment Services is a convenient resource for your medical equipment needs at home. A comprehensive inventory includes high-demand items such as oxygen concentrators and other respiratory equipment and breathing aids, wheelchairs, walking aids, orthopedic supplies, hospital beds and bathroom safety items.

Fort Sanders Sevier Senior Center and Office On Aging 453-8080

1220 West Main Street
Sevierville, TN 37862

Fuller Rehabilitation 966-4452

10932 Murdock Drive, B-102

Knoxville, TN 37932

Offering motorized scooters, lift chairs, walkers, wheelchairs, shower chairs & commodes.

In Home Medical Equipment 966-5811

10840 Murdock Road

Knoxville, TN 37932

Oxygen, C-PAP, BI-PAP, Wheelchairs, Walkers, Crutches, Bedside Commodes, Power Wheelchairs, CPM's, Cushions, Diabetic Supplies, Ostomy Supplies, Hospital Beds,

Pressure Reducing Mattresses, Infusion Pumps, Suction Pumps, Orthotics, Prosthetics, Wound Care Items and more. Call for more information of location of other offices in East Tennessee.

Lincare 429-4421

617 Wall Street

Sevierville, TN

Home care items, supplies and equipment.

Insurance claims for durable medical equipment, orthopedic supplies, prosthetics or supplies furnished for use at home, processed in each state by a Durable Medical Equipment Regional Carrier (DMERC).

Medicare beneficiaries in Tennessee should call Palmetto Government Benefits Administrators at 1-800-583-2236

Call to ask questions about bills for durable medical equipment and obtain a list of approved suppliers.

MEDICARE/MEDICINE:

For information about receiving prescription medicines by mail, or for applying for a program that helps low-income seniors with medication costs, call **Affordable Medicine Options for Seniors (AMOS), 524-2786, or Senior Citizens Information & Referral, 546-6262.**

FOR ANY INFORMATION PERTAINING TO MEDICARE:

- * Look at www.medicare.gov on the web or www.MedicareToday.org
- * Call **1-800-MEDICARE** or **1-800-633-4227**
- * Call TN State Health Insurance Assistance Program (SHIP) at **1-877-801- 0044**
- * Call the Sevier County Office on Aging at 453-8080

MENTAL HEALTH:**Elder Assessment Service (EASE)****Blount Memorial Hospital** (865) 981-2315**Baptist Geriatric Assessment Program (GAP)** (865) 632-5058

137 Blount Avenue Knoxville, TN

Blount Memorial Emotional Health & Recovery Center (865) 981-2300

907 East Lamar Alexander Parkway

Maryville, TN 37804

The Blount Memorial Emotional Health & Recovery Center offers an experienced interdisciplinary team of skilled and caring professionals including psychiatrists, nurse practitioners, therapists, social workers, addiction counselors, educators, nurses and mental health associates.

Cherokee Health Systems (865) 573-0698

1073 Chapman Highway

Seymour, TN 37865

Helen Ross McNabb Center (865) 637-9711

The Helen Ross McNabb Center is a regional system of care that offers a flexible array of quality mental health/mental retardation, substance abuse, and social services to children, families, and adults in East Tennessee. The Center was founded in 1948 and was the first community mental health center in Tennessee. It remains a private, non-profit organization. Call for more information or location nearest to you. You may access our website at: www.mcnabbcenter.org

Peninsula Behavioral Health (865) 970-9800

2333 Jones Bend Road

Louisville, TN 37777

Hours of operation are 24 hours/7 days a week.

Insurance: Commercial, TennCare, Medicare, Private Pay-Accepts voluntary admissions and commitments.

Services for adults (18 and older) with mental illness or substance abuse problems and are a threat to self, threat to others, or have significantly impaired ability to carry out day to day functions (any or all of the above).

- 24-hour nursing/physician care
- Medical observation and regulation of prescription medication
- Group therapy
- Family therapy
- Activity therapy
- Structured group activities

Peninsula Lighthouse Partial Hospitalization Services for Adults (ages 18 and older) diagnosed with emotional or chemical dependency illness. Program addresses emotional, chemical dependency and dual diagnosis issues.

Intensive Outpatient Services for Adults (ages 18 and older) diagnosed with emotional or chemical dependency illness.

The Senior Day Hospital provides a full continuum of outpatient multidisciplinary treatment services designed specifically for adults 55 and older who are experiencing symptoms of depression, anxiety, and other psychiatric disorders.

Peninsula Outpatient Center-Sevier 970-9800

Located off Dolly Parton Parkway in Sevierville at 124 N. Henderson Avenue, Bldg. B. The Center's services are for persons experiencing psychiatric illnesses or symptoms, substance abuse or both. Hours of operation are 8:00-5:00, Monday thru Friday. The center accepts clients with TennCare, Medicare, private pay and commercial insurance. Call 970-9800 for more information.

Reassurance CONTACT 523-9108

CONTACT of Knoxville, Inc.

P.O. Box 11234

Knoxville, TN 37939-1234

Reassurance CONTACT is a service of CONTACT Helpline, for seniors and the disabled who live alone and whose circumstances deprive them of normal participation in society. Clients who apply for the service receive a daily call from a specially trained volunteer. The volunteer visits with the client and checks on the clients well being.

Reassurance CONTACT lets clients know that somebody cares, provides a few minutes of friendly conversation, contributes to independent living for as long as possible, makes sure the client is in good health, provides a way to send emergency follow-up if necessary. Decreases loneliness and isolation, reassures family members and supports quality of life for seniors and the disabled. There is no charge for this service. CONTACT is supported by donations from congregations, service clubs, businesses, individuals and foundations.

NURSING HOME INFORMATION:

NURSING HOME COMPARE allows you to compare nursing homes with a click of a mouse. Compare nursing homes certified by Medicare and/or Medicaid anywhere in the United States. The Internet web site is: www.medicare.gov You may also want to visit licensed homes for the aged and assisted care living facilities to learn more about options for care and assistance in long-term care facilities. Two primary considerations in selecting a long-term care nursing facility are:

- Can the facility provide the level of care required; and
- What are payment options to pay for the care.

Nursing Homes-Levels of Care

There are two classifications of care under the state Medicaid program, Level I and Level II.

Level I care is the basic level of care provided in nursing homes. Patients in this category are quite ill, may be completely bedridden, and need much assistance with activities of daily living.

Level II care is identical to the level of care that Medicare calls “skilled nursing care.” Skilled care is given or supervised by Registered Nurses.

While Medicare will pay for some Level II care within certain limits, it will not pay for Level I care.

Nursing Homes-Payment Options

In general, there are three ways to pay for care in a nursing home:

- Private pay/private insurance;
- Medicare (limited to Level II-skilled nursing care);
- Medicaid.

Private pay & Nursing Home Care

About one in five nursing home residents in Tennessee is a private pay patient. These patients may be paying for there are from savings, retirement and pension plans, etc. Or a long-term care insurance policy may be covering some of the cost.

Long Term Care Insurance:

Some long-term care policies cover all or part of the cost of care in a nursing home. Premiums vary based on enrollee's age and health, daily benefit amount and deductibles chosen, duration of benefits, etc.

Like other insurance, long-term care policies and coverage vary. Some policies have inflation riders and other important protections. Long-term care insurance may not be a good choice for people with few assests and low income who can expect Medicaid to cover nursing home care.

Be a careful consumer with considering long-term care policies. Deal with a reliable licensed company. Note that some policies may include coverage for additional types of services such as adult day care, home health, in-home respite, and other in-home services.

For assistance and advice on long-term care insurance policies and companies, contact:

State Health Insurance Assistance Program (SHIP) 1-877-801-0044

Free counseling to seniors on health insurance issues, including long-term care insurance.

Tennessee Department of Commerce and Insurance 1-800-342-4029

The state's **Consumer Insurance Services Office** can help with information about licensing, ratings and financial stability of insurance companies doing business in Tennessee.

Medicare Payment & Nursing Home Care

Medicare is the federal government's health insurance program for seniors (age 65 and older) and disabled. It was not designed to pay for long-term care in a nursing home. Few people are aware of the restrictions Medicare places on payment for care in a nursing home.

First, you must have Medicare Part A and have days left in your benefit period. Second, you must have an inpatient hospital stay of three consecutive days or more and you must enter the skilled nursing facility (SNF) within 30 days of leaving the hospital. Note: If you are in a Medicare managed care plan you may have to get your SNF care from a SNF that belongs to your plan.

Even if a person meets criteria for coverage, there are limits to how much Medicare will pay. Medicare pays the entire cost for the first 20 days of care in an SNF. For day 21 through day 100 of the benefit period, the patient pays a daily coinsurance amount (\$105 per day in 2004) and Medicare pays the balance. After 100 days, the patient is responsible for all costs.

Medicaid Payment & Nursing Home Care

When Medicaid began in 1969, it was a joint effort of federal and state governments to provide health care for low-income people. It was not intended to cover the long-term institutional care needs of the elderly population. However, today Medicaid is the primary method of financing nursing home care for individuals who cannot afford such care. At any given time, usually about 70 percent of nursing home residents in Tennessee have their care paid for through the Medicaid program.

To be eligible for nursing home Medicaid, there are two basic requirements.

- 1) **Financial eligibility** based on government guidelines of low-income and limited assets.
- 2) **Medical eligibility** based on a pre-admission evaluation commonly known as a PAE.

To determine financial eligibility, the person applying for nursing home Medicaid files a financial application with the Tennessee Department of Human Services where the patient lives or where the nursing home is located. In Sevier County, call The Department of Human Services at 429-7005.

The Medicaid caseworker will ask for financial information from the past three years, or in some cases, from the past five years. The DHS Medicaid worker looks at the patient's income and assets. DHS also looks at transfers of property and/or assets during the three years prior to the Medicaid application (five years if the transfer involves a trust).

People who might have too much money in savings, investments, or other assets to qualify for Medicaid when first admitted to a nursing home, could eventually "spend down" to a level where they would become eligible for Medicaid. In other words, a person could begin as

a private pay patient and spend enough of his/her own money for nursing home care to eventually become Medicaid eligible.

Important: A couple's financial status should be assessed at the time either is admitted to a nursing home, even though they may not be

-

-

eligible for Medicaid at that time. In this way, assets and resources can be allocated or apportioned between them and the "spend down" process of the nursing home spouse can begin. For more information, contact The Department of Human Services at 429-7005 and ask to speak to a caseworker for nursing home Medicaid.

What about the spouse remaining at home?

Federal and state laws allow the spouse who still lives at home to keep half the couple's assets (up to a maximum amount). In some cases, if the couple's combined assets are below a certain level, the spouse at home may keep the entire amount. Also, the value of the home and car is excluded from the asset calculation.

When it comes to allocation of monthly income, the spouse remaining at home may be able to keep a portion of the institutionalized spouse's income. There is a basic Standard Maintenance Amount allocated to the spouse at home. An additional amount may be added to meet excess shelter needs. These resource allocation limits and income allocation amounts change annually. For more information, contact the DHS office in Sevier County at 429-7005.

A Word About Medicaid Fraud

While there are important laws to protect the income and assets of the spouse who still lives at home, there are also laws to protect the Medicaid system from fraud. When the Department of Human Services determines the value of a patient's assets, it examines financial data for the past three to five years. Those who knowingly and willingly dispose of or transfer assets for less than fair market value to become eligible for Medicaid could be criminally liable. Medicaid benefits could be denied, and any Medicaid expenditures made on behalf of the nursing home resident would have to be repaid.

You may contact an attorney with Legal Assistance for the Elderly at (865) 691-2551.

For general questions relating to Medicaid guidelines, you may contact the Department of Human Services in Sevier County at 429-7005.

- 1) Medical Eligibility:** The second part of nursing home Medicaid eligibility is medical need. In other words, does the person/patient applying for Medicaid need daily nursing services that as a practical matter can only be given in a nursing home. It can be a difficult standard to meet.

A Pre-Admission Evaluation (PAE) is the first step in determining medical eligibility. The patient's doctor or other medical professional completes this form. The PAE determines whether a patient meets Medicaid's medical criteria. The doctor or nursing home sends the PAE to the TennCare Bureau in Nashville. There, medical personnel review the PAE to determine whether the individual's medical condition meets Medicaid standards.

Medicaid's increasingly strict admissions criteria for nursing home patients mean that only the most medically needy patients have their nursing home care paid for by Medicaid. Today's nursing home residents are older and more infirm at admission in the past. Rather than caring for those who simply cannot "live alone any longer," most nursing homes are now caring for patients who need much assistance with daily living activities, and for those who are more likely to be bedfast and who may also be disoriented and/or confused.

Medicaid Waiver Home and Community Based Services

Background: Tennessee has a Home and Community Based Services Medicaid Waiver that was approved by the Centers for Medicare and Medicaid Services in May 2002. The Tennessee Commission on Aging and

Disability, along with none area Agencies on Aging and Disability, are the administrative lead agencies for implementation of waiver services in the State. This Medicaid Waiver is intended to provide a community-based cost-effective alternative to institutional nursing facility care for eligible individuals.

Eligibility:

Individuals wishing to enroll and receive care under the HCBS Medicaid Waiver must meet the following requirements:

- Be a resident of Tennessee;
- Meet financial requirements to receive Medicaid as determined by the Department of Human Services;
- Meet TennCare Pre-Admission Evaluation (PAE) medical criteria for level 1 nursing facility care;
- Be over the age of 21;
- Be able to receive services in the home at a cost less than that of institutional care;
- Have an adequate social support system to assure the health and safety of the individual while receiving services in a home and community based setting.

Services:

Individuals enrolled in the Medicaid Waiver will be eligible to receive all TennCare covered services and one or more of the following Waiver services, as applicable and available:

- Case Management
- Homemaker Services
- Personal Care Services
- Home Delivered Meals
- Personal Emergency Response Systems
- Respite Care (provided on a short-term basis in a nursing facility to provide temporary coverage for the caregiver vacations and emergency situations that may arise);
- Minor home modifications (devices and aides may be provided and installed to facilitate mobility and enhance safety).

For more information on the HCBS Medicaid Waiver, please contact:

**EAST TENNESSEE AREA AGENCY ON AGING AND DISABILITY
AT 1-866-836-6678.**

East Tennessee Human Resource Agency

9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923

ADDITIONAL INFORMATION AND ASSISTANCE RELATING TO NURSING HOME CARE

Long Term Care Ombudsman Program 691-2551

East Tennessee Human Resource Agency

9111 Cross Park Drive, Suite D-100

Knoxville, TN 37923

Federal law requires each state to have an Office of the Long Term Care Ombudsman to provide help and information to older people and their families regarding long term care facilities. The ombudsman's primary role is to serve as an advocate for the nursing home resident.

In East Tennessee, the District Long Term Care Ombudsman and a team of trained and certified volunteer ombudsman representatives are available to help nursing home residents and their families resolve problems and get answers to questions and concerns. Each volunteer ombudsman representative is assigned to a nursing home and visits that facility on a regular basis in order to get to know the residents and hear their concerns.

The District Ombudsman and his representatives deal with quality of care issues including medical and personal care provided to nursing home residents. They investigate complaints and act as mediators to resolve conflicts and concerns by working with residents, residents' families, facility administration and staff.

The District Ombudsman and volunteers are also available to provide information and other assistance to residents of assisted care living facilities and homes for the aged.

Minority Applicant Pool System (MAPS) of East Tennessee (865) 329-0097

209 Bearden Place
Knoxville, TN 37927

MAPS is authorized by the state of Tennessee to improve access to long-term health care services for African American elderly in East Tennessee. The elderly applicant is assisted with completing admission requirements and preparing for nursing home admission. *There is no charge for this service.* Available in all counties served by **Senior Citizens Home Assistance Service, Inc.** For details call (865) 329-0097. You may also visit them online at www.mapsetn.org

Public Guardianship Program For The Elderly 691-2551

East Tennessee Human resource Agency
9111 Cross Park Drive, Suite D-100
Knoxville, TN 37923

The District Public Guardian serves as a conservator appointed by the court to take responsibility for making decisions about a person's finances medical care and living arrangements. The Public Guardian serves as conservator for some residents of nursing homes and other long-term care facilities. There are alternatives and options when it comes to conservatorship and the District Public Guardian can provide assistance and information.

NURSING HOME LISTINGS:

Sevier County Health Care 453-4747

Beal Street
Sevierville, TN 37864

Fort Sanders Sevier Nursing Home 429-6613

709 Middle Creek Road
Sevierville, TN 37862

Life Care Center of Jefferson City (865) 475-6097

336 West Old Andrew Johnson Highway
Jefferson City, TN 37760

Pigeon Forge Care and Rehabilitation Center 428-5454
 415 Cole Drive
 Pigeon Forge, TN 37864

-
ORGAN DONATION:

National Kidney Foundation of East Tennessee 688-5481
 4450 Walker Boulevard, Suite 2
 Knoxville, TN 37917

The National Kidney Foundation, together with its Affiliates, is the only voluntary health agency seeking the total answer to diseases of the kidney, prevention, treatment and cure. Its multi faceted program brings help and hope to millions of kidney sufferers through patient services, research, legislation, professional education, and public information. Activities such as the Organ Donor Program are made possible by the voluntary contributions of a concerned and generous public.

-
POISON CONTROL CENTERS:

24-HOUR ADVICE ON EMERGENCY TREATMENT

UT Hospital, Knoxville 544-9400

Fort Sanders Sevier Medical Center 453-7111

Poison Control Center 1-800-288-9999

PRESCRIPTION DRUG ASSISTANCE:

Medicare Prescription Drug Benefits Call 1-800-633-4227

TTY users 1-877-486-2024

www.medicare.gov or www.MedicareToday.org

For information about receiving prescription medicines by mail, or for applying for a program that helps low-income seniors with medication costs, call **Affordable Medicine Options for Seniors (AMOS), 524-2786, or Senior Citizens Information & Referral, 546-6262.**

-
 Look at www.medicare.gov or www.MedicareToday.org on the web

* Call **1-800-MEDICARE** or **1-800-633-4227**

* Call TN State Health Insurance Assistance Program (SHIP) at **1-877-801- 0044**

* Call the Sevier County Office on Aging at 453-8080

For information about receiving prescription medicines by mail, or for applying for a program that helps low-income seniors with medication costs, call **Affordable Medicine Options for Seniors (AMOS), 524-2786, or Senior Citizens Information & Referral, 546-6262.**

PHARMACEUTICAL COMPANY PATIENT ASSISTANCE PROGRAMS (PAPS)

Help For Low Income Elderly and Others

Patient Assistance Programs are offered by more than 55 pharmaceutical manufacturers. The purpose of these programs is to help low-income people obtain needed medications at no cost or at a very minimal cost.

Eligibility requirements vary. Each company has its own income guidelines and its own “how to access” guidelines.

As a general rule, the patient assistance programs are designed to serve only those people who have no other means of obtaining the medicine because: 1) their incomes are very low; and 2) they have no third-party prescription drug coverage such as insurance or access to federal or state government assistance programs.

If you meet eligibility criteria, your health care provider’s involvement is needed to write the prescription, complete a portion of the application form for each program, and

sometimes to receive the medicine in the patient’s name at the physician’s office although some patient assistance programs will mail the free medicine directly to the patient. Often the instructions, eligibility guidelines and even the application forms are available on various web sites.

Requirements for refills and re-application and re-ordering are not consistent from program to program. The amount of paperwork involved can be time consuming for both doctor and patient especially if you are applying for several drugs from several different pharmaceutical companies. Help from a family member, a social worker or nurse, is available, may be needed. Persistence and follow-up are required but the significant savings in a person’s overall prescription drug costs can be well worth the effort.

For more information, check the following web sites:

www.rxassist.org

www.needymeds.com

www.phrma.org

www.pfizerhelpfulanswers.com
www.medicare.gov
www.benefitscheckup.org
www.institutedc.org

The patient assistance programs may change somewhat as the Medicare prescription drug plan evolves. Current information is available from the following:
State Health Insurance Assistance Program, call toll free, 1-877-801-0044; Sevier County Office on Aging at 453-8080.

The following is a list of Medicare-Approved Drug Discount Card Companies as of January 2005:

AARP Prescription Discount Card 1-800-592-3069 www.aarppharmacy.com

Aetna Rx Savings Card 1-866-895-1649
www.aetna.com

acclaim RxSavings Club 1-888-250-2501
www.aclaiminc.com

AmericanAdvantage-Med 1-866-215-3468
www.ameicanadvantage-med.com

American Prescription Plan 1-866-215-3477
www.americanprescriptionplan.com

BD Advantage Drug Discount Card 1-866-932-2679
www.caremark.com/bdadvantage

ArgusRx 1-888-850-8029
www.argushealth.com/CMSprogram

Community Care Rx 1-877-646-5307
www.communitycarerx.com

Criterion Advantage 1-877-646-5309
www.criterionadvantage.com

InStil Health Solutions 1-800-503-3112
www.instilhealth.com

EnvisionRx Plus 1-866-250-2005
www.envisionrxplus.com

Liberty Prescription Discount Card 1-800-741-8837
www.libertymedicalcard.com

MedCare USA, Powered by MedImpact 1-800-810-0552
www.medcareusa.com

PBM Plus Senior Care 1-800-676-8399
www.4seniorscarerx.com

MyPharma Care 1-800-601-3002
www.pharmacare.com

Pharmacy Care Alliance (Option A) 1-800-722-7015
www.PCAcard.com

Pharmacy Care Alliance (Option B) 1-800-585-0352
www.PCAcard.com

Preferred Prescription Discount Card 1-800-864-1140
www.medco.com

Precision Discounts (Option A) 1-800-858-0352
www.precisiondiscounts.com

Prescription Discount Card 1-800-864-1140
www.medco.com

**Public Sector Partners Prescription Drug
Discount Card 1-866-432-8311**
www.pspdiscountcard.com

RxSavings 1-866-601-8461
www.rxsavings.com

RxSavings Access Card 1-888-227-3479
www.rxsavingsaccess.com

ScripSolutions Choice 1-877-410-0189
www.scriptsolutions.com/choice

ScripSolutions Freedom 1-877-410-0189
www.scriptsolutions.com/freedom

SXC Health Solutions, Inc. 1-866-528-5826
www.rxmedicard.com

ScriptSave Premier 1-866-537-7479
www.scriptsavepremier.com

The Pharmacy Smart Card 1-800-546-5677
www.pti-nps.com/medicarecard

PRESCRIPTION DRUG BENEFITS FOR VETERANS

The Department of Veterans Affairs offers a prescription drug benefit to veterans who have been honorably discharged from the military. The veteran must enroll with the VA and must be seen by a VA doctor. The veteran's income and assets are assessed to help determine enrollment priority. There may be a significant waiting list for initial enrollment in the system. Veterans with service-connected disabilities receive priority.

Once a veteran has been seen by a VA doctor, he or she may receive a 30-day supply of each prescribed medication for a fee of \$7.00 each. Disabled or low-income veterans can receive medications free. For more information about this and other VA health benefits, and/or to receive an application for enrollment, contact the local Sevier County VA Service Officer at 453-8073.

AdvancePCS RxSavings Plan 1-800-238-2623

For over 30 years, AdvancePCS has been a leader in health improvement and is currently benefiting more than 75 million Americans. We use the strength of our partnerships to offer you a program that gives you the best price on your prescriptions. This plan is not insurance and is only accepted at participating pharmacies. For more information you may visit our website at www.RxSavingsPlan.com or call our toll free number.

Pharmaceutical Manufactures Association 1-800-762-4636

Callers are given a website address. For those who do not have Internet access, most public libraries provide free access. Many pharmaceutical companies offer help for patients who cannot afford to pay for prescription medications. The companies may provide free or reduced-price medicines (based on ability to pay). Website lists pharmaceutical companies that participate, the guidelines for each company's program, and an application. Patients must enroll through a doctor.

PROGRAMS & SERVICES:

AARP (Medicare & Health Insurance for Older People)	1-800-242-3410
National Alzheimer's Association Helpline	1-800-272-3900
American Academy of Ophthalmology	1-800-222-3937
American Cancer Society National Helpline	1-800-227-2345
National Cancer Information Services	1-800-422-6237
American Diabetes Association	1-800-229-2559
American Heart Association	1-800-242-8721
American Lung Association	1-800-586-4872
American Parkinson Disease Association	1-800-908-2732
National Arthritis Foundation	1-800-283-7800
Better Hearing Institute Hearing Helpline	1-800-327-9355
Dial-A-Hearing Screening	1-800-222-3277
Eldercare Locator	1-800-677-1116
ETHRA-East TN Human Resource Agency	865-691-2551

**The Legal Clinic for the Elderly-Wake Forest University School of Law:
Wills, Living Wills, Health Care Powers of Attorney, etc. Call for intake.**

www.law.wfu.edu/eclinic/..... **336-713-8630**

Meals on Wheels Nutrition Program.....	(423) 587-4500
Medicare US Government Part A.....	1-800-521-3761
Medicare US Government Part B.....	1-800-868-2522
National Nutrition Hotline-American Institute for Cancer Research.....	1-800-843-8114
Sevier County Office on Aging.....	453-8080
Social Security Administration.....	1-800-772-1213
University of Tennessee Extension/Sevier County.....	453-3695
Veteran's Administration US Dept. of Benefits.....	1-800-827-1000

REHABILITATION SERVICES:

Inpatient orthopedic and neurological rehabilitation services are available in hospitals and nursing homes.

Outpatient rehabilitation services are available from therapy and rehab clinics, home health care agencies, nursing homes, hospitals and private therapists.

Other rehabilitation services include cardiac and pulmonary rehabilitation, aquatic therapy, pain and stress management techniques, woman's health and sports medicine, among others. People suffering from stroke, arthritis, neurological disorders, spinal cord and brain injuries, or recovering from joint replacements, injuries, or some surgical procedures may require rehabilitation services.

Physician referral is required for treatment and insurance reimbursement. Services covered by Medicare, TennCare, private insurance, or private pay.

RESPIRE SERVICES:

Respite care is usually defined as a short time of relief provided to the regular caregiver of an elderly or disabled person. The care may be provided by a relative or friend or by a paid professional caregiver hired privately or through an agency or company. Care may be provided in the home or in a long-term care facility.

Assisted care living facilities, homes for the aged, and some nursing homes may offer weekend and vacation respite on a space available basis. Most respite services are private pay although some long-term care insurance policies may provide coverage.

In this directory, check for possible sources of respite care under the following headings:

Adult Day Care and Home Assistance Services, Nursing Homes, and Assisted Living Facilities.
Limited scholarships are available to assist with Respite needs.

Alzheimer's Association 544-6288

2200 Sutherland Avenue, Portland Building, Suite H102

Knoxville, TN 37919

Caregiver training for family and professional caregivers offered several times each year. Information and materials to assist caregivers and support groups are available. Call for more information.

Family Support Services, Inc 675-6382

P.O. Box 23376

Knoxville, TN 37933

Family Support Services, Inc., offers services that will meet the individual needs of you or your loved ones for a few hours, a whole day, once a week, or every day. Some of the special support services include: newborn care, child care, child transport services (school, sports), personal care and hygiene, sleep-over service, housekeeping, bath visits, laundry, shopping, post-surgery assistance, meal preparation & clean-up, and more.

Tennessee Respite Coalition (615) 253-5906

To promote and support statewide planned and crisis respite services that strengthen and enhance the quality of life for families caring for individuals of all ages with special needs.

RETIREMENT BENEFITS:**Railroad Retirement Board** 545-4500

233 Cumberland Bend, Suite 104

Nashville, TN 37228

Call this local number to access the Nashville office. Information and assistance for railroad employees, railroad retirees, and their survivors.

Social Security Administration 1-800-772-1213**Social Security (TTY)** 1-800-325-0778**SOCIAL SECURITY ADMINISTRATION:****Knoxville Office** 545-4354

710 Locust Street, Room 223-Monday thru Friday, 9:00 am to 4:00 pm

Toll Free Number 1-800-772-1213**Social Security (TTY)** 1-800-325-0778

The official web site of the Social Security Administration is

www.ssa.gov or www.socialsecurity.gov

Apply for benefits online.

Retirement and Medicare; Disability and SSI; Widows, widowers & others; Get help with your situation.

Disability Specialties (865) 621-9637 or (865) 983-3485

P.O. Box 1037

Gatlinburg, TN 37738

If you have been **denied** Social Security, let a Proven Professional at **Disability Specialties** handle your appeal. Specializing in Social Security Disability Appeals with over 50 years experience at the local, state, regional, and national levels, as well as private practice. Free consultation.

SPANISH ASSISTANCE:

Amigos International 933-4048

P.O. Box 6876

Sevierville TN 37864

Amigos International of East Tennessee, Inc., is a non-profit organization created to assist the needs of foreign nationals in East Tennessee. They will assist the Latino and foreign community integration into the English speaking community and the American way of life. They also offer assistance in language education, social services, legal issues, employment, family counseling, financial and health services, and developing community projects.

SUICIDE PREVENTION: (24 Hour Assistance)

Peninsula Mental Health Center 970-9800

Knoxville Crisis Center 588-2936

SUPPORT GROUPS:

Alzheimer's Support Group

1220 West Main Street

Sevierville, TN 37862

Meets monthly at Fort Sanders Sevier Senior Center 453-8080

Alzheimer's Support Group

Wellington Place 774-2221

1020 Middle Creek Road

Sevierville, TN 37862

Meets monthly at Wellington Place of Sevierville. Call for more information.

HOSPICE 981-0388

Open to all grieving adults in the community.

MOMS REMEMBERED 981-2291

Offers support to women who have lost their mother through death at any point in their life.

Cancer Support Group

Fort Sanders Sevier Medical Center 428-5834

709 Middle Creek Road

Sevierville, TN 37862

Meets monthly. Call for more information

Caregivers Support Group 774-2221

Wellington Place

1020 Middle Creek Road

Sevierville, TN 37862

Meets monthly.

Fibromyalgia Support Group 429-6100

Fort Sander Sevier Medical Center

709 Middle Creek Road

Sevierville, TN 37862

Meets monthly.

Grief Support Group 429-6100

Fort Sanders Sevier Medical Center

709 Middle Creek Road

Sevierville, TN 37862

Meets monthly.

MS Self Help Support Group 429-6100

Fort Sanders Sevier Medical Center

709 Middle Creek Road

Sevierville, TN 37862

Pain/Depression Support Group 428-5172

Fort Sanders Sevier Medical Center

709 Middle Creek Road

Sevierville, TN 37862

Parkinson's Support Group 428-7197

Fort Sanders Sevier Medical Center
709 Middle Creek Road
Sevierville, TN 37862

Stroke Support Group 774-2221

Wellington Place of Sevierville
1020 Middle Creek Road
Sevierville, TN 37862
Meets monthly.

Caregivers Support Group-Senior Services Blount Memorial 977-5744

Fort Sanders Sevier Senior Center
1220 West Main Street
Sevierville, TN 37864
Meet the 1st and 3rd Wednesday of every month.

TAX ASSISTANCE:

AARP Tax-Aide 1-888-227-7669

Or visit: www.aarp.org/taxaide

Internal Revenue Service 1-800-829-1040

TTY (for deaf only) 1-800-829-4059

Telephone for tax assistance. Or, www.irs.gov

TELEPHONE REASSURANCE:

Sevierville Police Department 453-5506

800 Gary Wade Boulevard
Sevierville, TN 37862

Home Checks: The Sevierville Police Department will go to your house and check it 3 times a day while you are on vacation.

Med-Ray: Med-Ray is a card that organizes your medical information and emergency family contact numbers. This helps the police department when it gets EMS calls.

Tel-A-Tend: Tel-A-Tend is a computer that will call and check on someone up to 3 times a day. If the system does NOT get a correct response, then it will call a family member or send an officer to check on the person.

Contact Lt. Rose or Officer Rebecca Cowan for more information.

-
-
-

TELEPHONE SERVICES:

Some telephone companies offer plans to make telephone service more assessable to customers who otherwise might not be able to afford it. Qualified residential telephone subscribers may be eligible for these plans if they currently receive income-based benefits from programs such as Food Stamps, Medicaid, or Supplemental Security Income (SSI).

BellSouth is one of the companies that offer discounts on local phone service. If you have another phone company, ask if it offers discounted rates based on income.

Bell South 1-800-757-6500

You will get a menu of choices. Choose “all other requests” until you get a person to help with your request for one or more of the following services:

Lifeline Assistance Plan offers a discounted monthly rate for one telephone line per household at the principal place of residence. To qualify for the discount, you must be receiving some type of government assistance. Proof of disability eligibility will be required. Fax proof of assistance along with your name, address, and phone number to: Lifeline 1-888-726-3223. After approval, they will give you a credit in the amount of \$13.50 on your monthly phone bill as long as you are receiving assistance.

Link Up Tennessee can pay half of the installation charge for a local phone service connection up to \$30.

You may have to be very specific in inquiring about these special services. If the person you speak with is not aware of these plans, ask to speak with a supervisor.

TENNCARE:**What is TennCare?**

TennCare is the state/federal managed health care program that replaced Medicaid in Tennessee in 1994. TennCare is administered by the state’s Bureau of TennCare.

**Bureau of TennCare
729 Church Street
Nashville, TN 37247
1-800-342-3145**

TennCare has two parts:

TennCare-Medicaid and TennCare-Standard

TennCare-Medicaid is open for anyone who qualifies for one of the more than forty Medicaid categories. Some Medicaid categories are for children under age 19, for a caregiver (single parent or grandparent), for a person over age 65, or for those who are blind or disabled. Their income must be very low. There is also a category called **Medicaid Spend-Down** where people who have medical debts (unpaid medical bills) which equal almost as much as their monthly income or more, and have very little savings or other resources, may also be eligible for TennCare Medicaid.

TennCare-Standard has only one open category for new applicants. It is called “medical eligibility” which is a term used to describe what the state previously referred to as “uninsurable”. The difference is that “medical eligibility” will be determined by a state-appointed health insurance underwriter. Under the previous TennCare program, a denial (turn down) letter from an insurance company defined “uninsurability”. The TennCare-Standard “Medical Eligibility” category is only for people who (1) cannot get any other insurance because of serious physical or mental health problem, and (2) whose income is below poverty level. Before you apply for “Medical Eligibility”, you must apply for Medicaid. If you don’t qualify for Medicaid, and your income is below poverty level and you do not have access to other insurance, you will receive a “Medical Eligibility” application from TennCare.

APPLYING FOR TENNCARE

To apply for TennCare, you will need to pick up an application at the local Department of Human Services Office (DHS). Or you can call and have an application sent to you. Or you can print a TennCare application from the web site (see below) and take it to your appointment with DHS.

Department of Human Services Sevier County Office 429-7005
www.state.tn.us/tenncare

TennCare Telephone Numbers

TennCare Hotline 1-800-669-1851

Call this number to find out about eligibility or to change plans or to change your address.

TennCare Solutions 1-800-878-3192

Call this number to file an appeal about problems getting medical care under TennCare or TennCare Partners. This includes getting prescription drugs.

TennCare Advocacy Program 1-800-722-7474

Call this number for problems getting care for urgent medical needs.

TennCare Partners Advocacy Line 1-800-758-1638

Call this number for problems or questions on mental health and substance abuse services.

TTY-TDD Telephone 1-800-772-7647

This number is for people with hearing and/or speech impairments.

Hispanic TennCare Program 1-800-254-7568

Call for more information on TennCare in Spanish.

TennCare is managed care.

TennCare services are offered within a managed care system and provided by **managed care organizations (MCO's)** and **behavioral health organizations (BHO's)**. A managed care organization is a private insurance company that uses a group of doctors, hospitals, clinics, pharmacies and other health care providers. The MCO is paid per member, per month fee (capitation) for each TennCare enrollee. When you enroll in TennCare, you choose an MCO and go to the doctors and other providers in that MCO when you need health care services. Enrollees have a choice of MCO's from those available in their geographic area.

East Tennessee Managed Care Organizations (Medical Services Only)

BlueCare 1-800-468-9698

After hours call 1-800-999-1658

801 Pine Street

Chattanooga, TN 37402

John Deer Health Plan 1-800-209-0034

408 N. Cedar Bluff Road, Suite 400
 Knoxville, TN 37923
 Phone number available 24 hours a day.

PHP TennCare 1-800-757-0008

1420 Centerpoint Blvd.
 Knoxville, TN 37932
 Phone number available 24 hours a day.

MENTAL HEALTH SERVICES UNDER TENNCARE

Mental health services for TennCare enrollees is provided through Behavioral Health Organizations (BHO's). The TennCare Partners program within the Bureau of TennCare assigns each enrollee to one of two BHO's operating in Tennessee.

A BHO is like an MCO, but it provides only mental health services and substance abuse treatment. Enrollees must contact their BHO for preauthorization of any mental health services, including counseling, outpatient services, treatment of substance abuse, and referral to providers.

**Tennessee Behavioral Health Organizations
 (Mental Health Services Only)**

Premier Behavioral Systems of Tennessee 1-800-325-7864

222 Second Avenue N., Suite 220
 Nashville, TN 37201

Tennessee Behavioral Health, Inc 1-800-447-7242

222 Second Avenue N., Suite 220
 Nashville, TN 37201

TennCare Fraud Or Abuse

You can report fraud or abuse by a doctor, health care professional, or person on TennCare by calling a toll free hotline, by email, by submitting a form via the TennCare web site, or by writing the state's Office of Health Services. You may remain anonymous.

Contact:

State of Tennessee Office Of Health Services Audit, Investigations, Program Integrity

Fraud Hotline 1-800-433-3982

Fraud Fax 1-615-532-7509

E-Mail TennCarefraud@state.tn.us

Or, at the web site www.state.tn.us/tenncare click on Report Fraud Now and you will be able to complete a form and submit electronically to the Office of Health Services.

TENNCARE AND PEOPLE WITH MEDICARE

A person with Medicare may qualify for TennCare in one of the following ways:

- You qualify for Medicaid; or,
- If you are in the “Medically Eligible” category, have been in the TennCare program prior to January 1, 2002, have applied for TennCare Standard and been determined by the state to be unable to purchase health care insurance (i.e., a Medigap policy) in the private market because of health conditions. Premiums and coinsurance are required if income is 100 percent of poverty or more.

THERAPY:

Foothills Physical Therapy of Sevierville, Inc 428-6300

549 Dolly Parton Parkway
Sevierville, TN 37862

Fort Sanders Therapy Centers 429-6584

709 Middle Creek Road
Sevierville, TN 37862

Provides Physical Therapy, Occupational Therapy, and Speech Therapy. Also have clinics in Seymour and Pigeon Forge and Gatlinburg. Call for more information.

Pro Therapy Services 908-7041

1110 Village Drive
Sevierville, TN 37862

TRANSPORTATION:**ETHRA Transportation** 1-800-232-1565

This public transportation van service is available to all Sevier County residents and 15 surrounding counties. Vans operate Monday through Friday transporting people to medical appointments, benefits appointments, and other errands. A small fare is charged for each one-way trip. Additional fee charged if going from one county to another (to medical appointments in Knox or other counties, for example). Lift vans are available for people in wheelchairs. Call 48 hours in advance to schedule a trip. Hours of operation are Monday through Friday, 8:00 a.m. to 4:30 p.m..

E-Z Access Transportation/Office on Aging 453-8080

1220 West Main Street
Sevierville, TN 37862

If you need occasional transportation to doctor's office, the pharmacies, shopping, mail, retail stores, banks, entertainment, or recreational facilities in Sevier County, E-Z Access is another way to get there. The program is administered through the Sevier County Council on Aging, Inc., but is not limited to the over-60 population. Since no state or federal funds are used for this program, no age or means restrictions apply. E-Z Access is available Monday through Friday, 8 a.m.-4:30 p.m. and costs only \$8 per round trip anywhere in Sevier County. When Sevier County school buses don't operate due to inclement weather, neither does E-Z Access.

Family Support Services 675-6382

P.O. Box 23376
Knoxville, TN 37933

A company offering a full range of personalized services available on an hourly, daily or weekly basis. Services include transportation, sleepover services, personal care, meal preparation, and light housekeeping.

Gatlinburg Trolley 436-3897

The City of Gatlinburg trolleys have been in service since May of 1980 and run year round. **Exact change IS required.** There are six (6) different routes. Winter schedules are subject to change due to inclement weather. Call for questions regarding the routes and fares.

Pigeon Forge Trolley 453-6444

P.O. Box 1350
Pigeon Forge, TN 37868

Pigeon Forge Fun Time Trolley operates March through October from 8:30 to 12:00 midnight seven days a week, and November through December 10:00 a.m. to 10:00 p.m. seven days a week. Closed January and February. Pigeon Forge Fun Time Trolley does not operate on Thanksgiving Day, Christmas Eve, or Christmas Day. The trolley has basically five different trolley routes.

-

-

VETERANS ASSISTANCE:**Department of Veterans Affairs Readjustment Counseling Service****Knoxville Vet Center 545-4680**

2817 E. Magnolia Avenue

Knoxville, TN 37914

The purpose of Readjustment Counseling Service includes the following:

- To be an outreach counseling service with its service units (VET CENTERS) located outside of Medical Centers.
- To utilize a case-finding approach which involves seeking out eligible veterans in the community.
- To provide a means for eligible veterans to receive help with post-war readjustment to civilian life.
- To make appropriate referrals with follow-up.

Services generally provided by the Vet Center include social services, Psychotherapy (individual, group, family), outreach (Networking and referral), employment counseling, education/vocational counseling, Veterans benefits counseling, community education, substance abuse counseling, and consultation to professionals.

Hours of operation are Monday through Friday, 8:00 a.m. to 4:30 p.m. Evening hours are by appointment only.

Did you know that as a disabled veteran or a surviving spouse of a disabled veteran, you might qualify for property tax relief? Tennessee law provides relief for veterans having disabilities under certain conditions. Contact the VA at 1-800-827-1000 for more information.

VOLUNTEER OPPORTUNITIES:

Many agencies and organizations listed in this directory have opportunities for volunteers. Call the specific organization for information about its need for volunteers.

- Alzheimer's Association 454-6288

2200 Sutherland Avenue, Suite H102

Knoxville, TN 37919

Training provided to volunteers who provide respite for family caregivers.

American Red Cross 983-0821

300 E. Church Avenue

Maryville, TN 37804

Volunteers needed to assist in the office, to act as instructors in health, safety and swimming, in disaster education and response, and in providing services to members of the armed forces and their families.

Contact Helpline 523-9108

P.O. Box 11234

Knoxville, TN 37939

Volunteers receive 50 Hours of training to make reassurance calls to elderly, homebound, isolated and disabled. Also provide a listening ear to persons who may be depressed, suicidal, mentally ill, victims of domestic violence, or who are hurting in other ways. Volunteers serve two shifts each month.

Keep Sevier Beautiful 774-6677

To provide leadership in educating and empowering the community to take responsible action toward beautification, environmental improvement, and natural resource conservation in Sevier County. Keep Sevier Beautiful reaches out to the schools and educates the public on not littering. We also organize cleanups and provide opportunities to serve the community.

www.keepsevierbeautiful.org

United Way of Sevier County 453-4261

Network of Sevier County volunteers who increase the potential resources of their local communities by using the traditional United Way system. Call for more information. www.wdly.com/u/uway

AARP-Seymour Chapter.....	17
AARP Driver Safety Program.....	17, 31
AARP Tax-Aide.....	79
ABUSE-ELDER.....	16
ACTIVITIES-RECREATION-WELLNESS.....	17
ADD'L INFORMATION TO NURSING HOME CARE.....	67
Advance PCS RxSavings Plan.....	74
Adult Protective Services/Department of Human Services.....	16
ADULT DAY CARE SERVICES.....	19
AdvancePCS RxSavings Plan.....	74
Adventa Hospice.....	48
Affordable Dentures.....	29
Alcohol Abuse Hotline.....	20
Alcoholics Anonymous Hotline.....	20
ALCOHOLISM-DRUGS.....	20
ALPHA Medical Equipment.....	57
Alzheimer's Association.....	20, 76, 86
Alzheimer's Family Relief Program.....	20
ALZHEIMER'S RESOURCES.....	20
Alzheimer's Support Group.....	20, 77
American Academy of Ophthalmology.....	74
American Brain Tumor Association.....	25
American Cancer Society.....	25
American Cancer Society National Helpline.....	74
American Council of the Blind.....	23
American Diabetes Association.....	29, 74
American Foundation for the Blind.....	24
American Heart Association.....	42, 74

American Lung Association.....	24, 74
American Parkinson's Disease Association.....	74
American Red Cross.....	31, 33, 87
American Speech-Language-Hearing Association.....	28
AmeriPlan Dental Care.....	29
Amigos International.....	77
ANIMAL CONTROL-ADOPTION	21
Anatomy Bequest Program.....	25
Anna Porter Public Library.....	55
Apria Medical Equipment.....	57
ARTHRITIS	21
Arthritis Foundation.....	21
Arthritis Information Line.....	21
ASSESSMENT SERVICES	22
ASSISTED LIVING	23
Association for Macular Diseases, Inc.....	24
Baptist Geriatric Assessment Program (GAP).....	59
Baptist Home Care.....	46
Baptist Home Medical Equipment.....	57
Baptist Hospice.....	48
Baptist Hospital of East Tennessee.....	49
Baptist Lifeline Personal Response & Support Services.....	34
Baptist Senior Health Center.....	40
Baptist Senior Plus Program.....	17
Bell South.....	80
Bell South Telecommunications Center for Customers with Disabilities	29
BENEVOLENCE FUNDS-CHURCHES	23
BESS & CO.....	57
Better Business Bureau.....	27
Better Hearing Institute Hearing Helpline.....	74
BLIND-VISUALLY IMPAIRED	23
BLOOD PROGRAMS	25
Blount Memorial Diabetes Management Center.....	29
Blount Memorial Elder Assessment Service (EASE).....	22
Blount Memorial Emotional Health & Recovery Center.....	27, 59

Blount Memorial Family Care Center.....	41
Blount Memorial Home Health.....	46
Blount Memorial Home Equipment Services.....	57
Blount Memorial Hospice.....	48
Blount Memorial Hospital.....	49, 59
Blount Memorial-Senior Services.....	21
BlueCare.....	82
Breckenridge Apartments.....	51
BURIAL ASSISTANCE.....	25
CANCER.....	25
Cancer Care Counseling Line.....	25
Cancer Fund of America.....	25
Cancer Information Service.....	25
Cancer Support Group.....	78
Care and Share.....	26, 39
Caregiver's Support Group.....	78, 79
Caris Hospice Care.....	49
Cherokee Health Systems.....	27, 59
Church of Jesus Christ and Latter Day Saints.....	26
CLOTHING AND FURNITURE.....	26
COMPUTER SERVICES-CLASSES.....	27
CONSUMER ADVOCACY.....	27
Consumer Credit Counseling.....	27
Contact Helpline.....	87
CONTACT Reassurance.....	34
Council of the Blind.....	24
COUNSELING SERVICES.....	27
Covenant Health 50plus Fitness.....	38
Covenant Health Passport.....	18
Covenant Home Care.....	43, 47
Covenant HomeCare and Hospice.....	49
Covenant Lifeline Personal Response & Support Services.....	34

CRAFT WORKSHOPS/WOODWORKING/GREENHOUSE 28

Credit Counseling..... 27

C.R.O.S.S.-Christians Reaching Out Serving Seymour..... 39, 40

DEAF-HEARING IMPAIRED..... 28**DEBTS-CREDIT COUNSELING..... 29****DENTAL SERVICES..... 29**

Department of Human Services-Sevier County..... 81

Department of Veteran's Affairs-Knoxville Vet Center..... 86

DIABETES..... 29

Diabetes Center, Fort Sanders Sevier Medical Center..... 29

Dial-A-Hearing Screening..... 74

DISABILITY SERVICES..... 29

Disability Specialties..... 55, 77

DISASTER ASSISTANCE..... 31

Douglas Cherokee Neighborhood Center-Sevier..... 36

Douglas Cooperative, Inc. (DCI)..... 30, 55

Drug Abuse Hotline..... 20

Drug Discount Card Companies..... 71, 72 73

Eastgate Homes..... 51

East TN Human Resource Agency Home Program..... 47

East TN Human Resource Agency Weatherization Program..... 48

East TN Managed Care Organizations..... 82

East TN Minority Applicant Pool System..... 43

EDUCATION..... 31

Elder Assessment Services (EASE) Blount Memorial Hospital... 59

Eldercare Locator..... 52, 74

Elderhostel, Inc..... 32

Emotional Health and Recovery Center..... 20

ETHRA-East TN Human Resource Agency..... 74, 85

**EMERGENCY INFORMATION & PERSONAL EMERGENCY
SYSTEMS..... 33****RESPONSE**

Emergency Management Services..... 31

EMPLOYMENT ASSISTANCE..... 36**ENERGY ASSISTANCE..... 36**

ETHRA Transportation..... 30, 74

E-Z Access Transportation-Office on Aging..... 85

Experience Works..... 36

EYE SERVICES	37
Fain Financial Services.....	37
Family Community Education (FCE).....	32
Family Support Services, Inc.....	44, 76, 85
Fibromyalgia Support Group.....	78
Financial Professionals.....	38
FINANCIAL SERVICES	37
FIRE DEPARTMENTS	See “Important Numbers” Page 38
First Baptist Church of Sevierville.....	23
FITNESS	38
FOOD AND NUTRITION	39
Foothills Physical Therapy of Sevierville.....	84
Fort Sanders Regional Medical Center.....	49
Fort Sanders Sevier County Senior Center and Office on Aging.....	18, 27, 28, 57
Fort Sanders Sevier Medical Center.....	49, 69
Fort Sanders Sevier Nursing Home.....	68
Fort Sanders Therapy Centers.....	84
Franklin, Monica-Attorney.....	55
FRAUD	39
Fuller Rehabilitation.....	58
FURNITURE NEEDS	39
Gateway Village.....	51
Gatlinburg Community Church.....	26
Gatlinburg Trolley.....	85
Geriatric Assessment Program.....	22
Girling Health Care, Inc.....	47
Golden Age Passport.....	18
Goodwill Industries.....	26
Great Smoky Mountains National Park.....	18
Grief Support Group.....	78
Habitat For Humanity.....	51
HAIR CARE-HOMEBOUND SERVICES	40
HARDSHIP ASSISTANCE	40
HEALTH CARE CLINICS	40

Healthcare Facilities Administration.....	41
HEARING-SPEECH	42
Hearing and Speech Foundation.....	42
HEART CARE	42
Helen Ross McNabb Center.....	59
Hispanic TennCare Program.....	82
HOME ASSISTANCE AND OTHER IN-HOME SERVICES	42
Hone Checks.....	79
HOME HEALTH CARE	45
Home Instead Senior Care.....	44
HOME REPAIRS AND IMPROVEMENTS	47
Housecall Home Healthcare.....	47
HOSPICE	48, 78
HOSPITALS	49
HOUSING-SENIORS-PUBLIC	51
HOUSING WITH ASSISTANCE & SUPPORT SERVICES	50
Interpreting Services.....	28
IMPORTANT NUMBERS	1, 2
INFORMATION AND REFERRAL	52
In Home Medical Equipment.....	58
INSURANCE-HEALTH & MEDICAL	54
Internal Revenue Service.....	79
Iris B. Vest Widows Ministry Center.....	51
JOB PLACEMENT	55
Jody's Beauty Shop.....	40
John Deer Health Plan.....	83
Keenland Farms Mobile Home Park.....	51
Keep Sevier Beautiful.....	87
Knoxville Area Center for the Deaf.....	28
Knoxville Crisis Center.....	77
Kodak Branch Library.....	56
LeConte Terrace Apartments.....	51
Legal Assistance for the Elderly.....	55
Legal Clinic for the Elderly.....	74
LEGAL SERVICES	55
Leukemia Society of America.....	25

LIBRARIES-PUBLIC.....	55
Lifeline Assistance Plan.....	80
Lincare.....	58
Link Up of Tennessee.....	80
Lions Club of Pigeon Forge.....	24
Lions Club of Sevierville.....	24
Long Term Care Ombudsman Program.....	67
Meals on Wheels Nutrition Program.....	39, 75
MEDICARE-MEDICINE.....	58
Medic Regional Blood Center.....	25
Medicaid-Medicare.....	39, 63-67
MEDICAL EQUIPMENT AND SUPPLIES.....	56
Medicare Prescription Drug Benefits.....	69
Medicare US Government Part A.....	75
Medicare US Government Part B.....	75
Med-Ray.....	79
MENTAL HEALTH.....	59-67
Mental Health Services Under TennCare.....	83
Minority Applicant Pool System (MAPS) of East TN.....	68
MobilePal Portable Emergency Products.....	34
MOMS REMEMBERED.....	78
Morning View Village.....	23
MountainBrook Village.....	21, 23
Mountain Hope Good Shepherd Clinic.....	41
MS Self Help Support Group.....	78
National Alzheimer's Association Helpline.....	74
National Arthritis Foundation.....	74
National Cancer Institute.....	25, 74
National Center on Elder Abuse (NCEA).....	16
National Council for Sight.....	24
National Eldercare Locator Hotline.....	16
National Kidney Cancer Association.....	25
National Kidney Foundation of East Tennessee.....	69
National Library Service for the Blind and Physically Handicapped	24
National Nutrition Hotline-American Institute for Cancer Research.....	75
New Hope Church of God.....	26, 39

New Vistas.....	19
NURSING HOMES.....	61, 68-69
Oak Street Church of God.....	23
Office of Consumer.....	27
Offices on Aging-Surrounding Counties.....	53
Options for Community Living.....	44
ORGAN DONATION.....	69
Pain-Depression Support Group.....	78
Parent Helpline.....	28
Parkway Church of God.....	23
Park Village.....	52
Park West Medical Center.....	49
Parkinson's Support Group.....	79
Pellissippi State Technical Community College.....	32
Peninsula Behavioral Health.....	59
Peninsula Mental Health Center.....	77
Peninsula Outpatient Center-Sevier.....	60
Pharmaceutical Company Patient Assistance Program (PAPS) 70	
Pharmaceutical Manufacturers Association.....	74
PHP TennCare.....	83
Pigeon Forge Care & Rehabilitation Center.....	69
Pigeon Forge Lions Club.....	37
Pigeon Forge Trolley.....	85
POISON CONTROL CENTERS.....	69
Premier Behavioral Systems of Tennessee.....	83
PRESCRIPTION DRUG ASSISTANCE.....	69
Prescription Drug Benefits For Veterans.....	73
Prescription Drug Discount Card Companies.....	71-73
PRIVATE PAY & NURSING HOME CARE.....	62
PROGRAMS & SERVICES.....	74
Pro Therapy Group.....	84
Public Guardianship Program for the Elderly.....	68
Qualified Medicare Beneficiary (QMB).....	54
Qualifying Individual (QI).....	54
Radio Shack.....	34
Railroad Retirement Board.....	76

95

Reassurance CONTACT.....	60
REHABILITATION SERVICES.....	75
RESPIRE SERVICES.....	75

RETIREMENT BENEFITS.....	76
Riverpark Apartments.....	52
Riverview Apartments.....	52
Robert Howard Village.....	52
Safe Return Program.....	20
SafeSpace.....	16
Salvation Army (Retail).....	26, 31, 35, 39, 40
Samaritan Place Catholic Charities.....	16, 20, 52
Senior Care Consultants.....	28
Senior Choices.....	44
Senior Citizens Home Assistance Service, Inc.....	44
Senior Council of Retired Executives.....	27
Senior Games.....	19
SENIOR SUMMARY.....	4-15
Seniors Eye Care Program.....	24
Services for the Blind & Vision Impaired.....	24
Sevier County Adult Learning Center.....	32
Sevier County Elder Abuse Coalition.....	17
Sevier County Electric System.....	35
Sevier County Food Ministries.....	39
Sevier County Geriatric Screening Team.....	23
Sevier County Health Care.....	
Sevier County Health Department.....	41
Sevier County HELP Fund-Douglas Cherokee (Electric Assist)..	35
Sevier County Humane Society.....	21
Sevier County Library.....	55
Sevier County Office on Aging.....	75
Sevier County School District.....	32
Sevier County Sheriff.....	21
Sevier Neighborhood Center.....	39
Sevierville Housing Authority.....	52
Sevierville Police Department	21, 35, 79
Sexual Assault Crisis Center.....	35
Seymour Branch Library.....	56
Seymour Lions Club.....	37

Smoky Mountain Area Rescue Ministries (SMARM).....	27, 36, 40
Smoky Mountain Cancer Support Group.....	26
Smoky Mountain Council of the Blind.....	25
Smoky Mountain Home Health and Hospice.....	44, 47
SOCIAL SECURITY ADMINISTRATION	76
Social Security Administration.....	75, 76
Southern Poison Center.....	36
SPANISH ASSISTANCE	77
Special Low Income Medicare Beneficiary (SLMB).....	54
Speech Services.....	31
State Health Insurance Assistance Program (SHIP).....	54, 62
St. Mary's Medical Center.....	49
Strawberry Plains Parrott-Wood Memorial Library.....	56
Stroke Support Group.....	79
SUICIDE PREVENTION-24 HOUR ASSISTANCE	77
SUPPORT GROUPS	77
TAX ASSISTANCE	79
Tel-A-Tend.....	79
TELEPHONE REASSURANCE	79
TELEPHONE SERVICES	80
TENNCARE	80
TennCare Advocacy Program.....	82
TennCare Fraud or Abuse.....	83
TennCare Partners Advocacy Line.....	82
TennCare and People with Medicare.....	84
TennCare Hotline.....	82
TennCare Medicaid.....	81
TennCare Solutions.....	82
TennCare Standard.....	81
TennCare Telephone Numbers.....	82
THERAPY	84
Thompson Cancer Survival Center.....	49
TN Behavioral Health, Inc.....	83
TN Behavioral Health Organizations-Mental Health Only.....	83
TN Care Fraud Hotline.....	39
TN Council for Hearing Impaired.....	28

TN Dept. of Commerce and Insurance Services.....	54, 62
TN Dept. of Human Services.....	52
TN Dept. of Human Services (STAMPS).....	39
TN Disability Pathfinder.....	30
TN Housing Development Agency.....	52
TN Library for the Blind and Physically Handicapped.....	30
TN Protection & Advocacy.....	27
TN Relay Center for the Hearing Impaired.....	28
TN Respite Coalition.....	76
TN School for the Deaf.....	28
TN Securities Division.....	39
TN Senior Games-East TN District.....	39
TN Services for the Deaf & Blind.....	25, 30, 37
TRANSPORTATION	85
Trinity Episcopal Church.....	27
20/20 Optical.....	37
United Way of Sevier County.....	87
US Consumer Affairs.....	27
UT Cancer Institute.....	26
UT Center for Women's Health Heart, Lung, Vascular Institute.....	42
UT Hospital.....	69
UT Medical Center.....	50
UT Regular Credit Classes & Non-Credit Courses.....	33
UT Extension-Sevier County.....	32, 75
UT Hearing & Speech Center Hearing Services.....	31
Veteran's Administration US Dept. of Benefits.....	75
VETERAN'S ASSISTANCE	86
Veterans Hospital-Johnson City.....	50
VOLUNTEER OPPORTUNITIES	86
Wellington Place.....	19, 21, 23
Woodland Park.....	52

-
-
-
-

ORDER FORM

TO REQUEST A DIRECTORY TO BE MAILED TO YOU, COPY
AND COMPLETE THIS ORDER FORM & MAIL OR DROP OFF
AT:

Sevier County Office on Aging
1220 West Main Street-P.O. Box 4157 Sevierville, TN 37864

The **Sevier County Service Directory “Yellow Pages” For Seniors** is free and may be picked up at the Office on Aging. Free copies of the Directory are also available at several locations in the community and from many of our sponsors.

If you would prefer to have a Directory mailed to you or someone you know, please enclose a postage fee in the amount of \$5.00 per Directory to cover mailing costs.

MAIL DIRECTORY TO:

Name_____

Address_____

City, State, Zip_____

Postage (\$5.00 per Directory)	_____
Additional Contribution	_____
Total Amount Enclosed	_____

Please make checks payable to:
Sevier County Office on Aging
P.O. Box 4157
Sevierville, TN 37864

